



**2011**

# **ACCESSIBILITY PLAN**



**APRIL 2011**

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## **- A MESSAGE FROM THE ACCESSIBILITY ADVISORY COMMITTEE -**

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It is the pleasure of the 2011-2014 Town of Ajax Accessibility Advisory Committee to continue the work of the 2006-2010 Committee. We would like to acknowledge the valuable contributions made by its members in efforts to overcome barriers and improve accessibility within Ajax.

The goal of providing a totally accessible community to all residents of Ajax is certainly a goal worth striving for. During 2010, the Town of Ajax, in cooperation with the Ajax Accessibility Advisory Committee, made great strides towards achieving this goal.

The Town of Ajax worked closely with the Committee on the development of various community and Town initiatives, and as a result, was able to achieve the objectives outlined in the 2010 Accessibility Plan. We would like to thank Town of Ajax staff for their unprecedented cooperation in these matters and look forward to working with the Town on achieving our 2011 goals.

Working together with the Town on the implementation of accessibility requirements required through the *Accessibility for Ontarians with Disabilities Act 2005*, will most certainly assist in achieving an accessible community that we all can be proud of.

We certainly invite your comments, participation and commitment to assisting all of us in achieving a barrier-free community.

Sincerely,

### **The 2011-2014 Accessibility Advisory Committee**

**Allan Angus**

**Councillor Pat Brown**

**Sepelene Deonarine**

**Marion Dunning**

**Dawn Gabriel**

**Linn Gilbey**

**Kathreen Smith**

## - BACKGROUND -

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The *Ontarians with Disabilities Act, 2001* (ODA) requires all Ontario municipalities to prepare an annual Accessibility Plan and make it available to the public. With assistance from its Accessibility Advisory Committee (AAC), the Town of Ajax has developed its 2011 Accessibility Plan. The Town remains steadfast in its goal to ensure that all facilities, programs and services are available and accessible to everyone wishing to access them. This Plan demonstrates a continued commitment to uphold the spirit of the ODA, which is to work toward the prevention, identification and removal of barriers that restrict opportunities for people with disabilities.

The ODA specifies that municipalities must consult with people with disabilities in the preparation of their annual Accessibility Plans. Municipalities with 10,000 residents or more are required to establish local AACs, and a majority of their membership must be comprised of people with disabilities. The Town of Ajax AAC is a tremendous asset to Council. The Town has worked with its AAC since 2002 to identify and remove both environmental and attitudinal barriers that prevent equal and equitable access and opportunity. A great deal of attention focuses on methods in which accessibility planning can be further entrenched within the Town's practices and procedures to fulfill its role as a key service provider.

In 2005, the *Accessibility for Ontarians with Disabilities Act, (AODA)* was established with the intent to further qualify the ODA and serve as a framework for the establishment of accessibility standards in several priority areas. The goal of these standards is to ensure that all Ontarians with disabilities have full and equal access to goods, services, facilities, employment, transportation, and communications by January 1, 2025. Provisions will be established by way of regulations and will be created by provincial committees comprised of people with disabilities and their agents, as well as representatives from the business community, public sector and non-profit organizations.

Ontario Regulation 429/07, the Accessibility Standard for Customer Service, was the first regulation to be enacted. As public sector organizations, municipalities were required to comply with establishing policies, practices and procedures governing the provision of goods and services to people with disabilities by January 1, 2010. Policies, practices and procedures are consistent with the core principles of the standard: **dignity, independence, integration and equal opportunity**.

## - GUIDING PRINCIPLES -

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Inclusion and engagement of persons with disabilities is a long-standing corporate vision integrated within the Town's first Accessibility Plan, developed in 2003. Monitoring and evaluation of the plan is closely linked with the Town's Quality Management Process, Community Action Plan, Diversity and Community Engagement Plan and departmental work plans. A principle inherent in the AODA and

the Town's Quality Management System is integration. Accessibility improvements, ideologies and benchmarks continue to be solidified within planning concepts that develop into procedures for Town staff.

The Town of Ajax Community Action Plan identifies maintaining a "strong sense of community" as one of its strategic objectives and establishes various goals that support opportunities for our diverse population. Additionally, the Town of Ajax Diversity and Community Engagement Plan, approved by Council in June 2010, echoes Ajax's commitment to ensure that all residents can participate in the public process, have access to public facilities, and participate in community events and programming that is inclusive and meet the community's diverse needs.

***"The Corporation of the Town of Ajax is committed to being responsive to the diverse needs of all its residents by eliminating barriers and providing accessible, quality customer service, in a manner that respects dignity, independence, integration and equal opportunity."***

***~Accessible Customer Service Mission 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."***

***~Diversity and Community Engagement Plan Policy Statement***

## **- DEVELOPMENT AND ADMINISTRATION OF THE PLAN -**

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The process of accessibility planning is one that is never complete. Staff, Council and the AAC are continually involved in discussions regarding accessibility planning year-round. The annual Plan provides the opportunity for the Town and AAC to demonstrate achievements and establish future priority initiatives.

A procedure outlining the administrative process and development of the Accessibility Plan (COR-OP-006) is documented and maintained as a standard Town Operating Procedure. This procedure along with cross-departmental barrier identification develops the framework for the Plan. After consultation with departments and the AAC, the draft Plan is vetted through the AAC, senior management and Council.

Plan objectives are both long and short term. Many achievements and initiatives noted within the Plan are projects that may be implemented over several years. Regular progress monitoring by the Accessibility Coordinator is necessary to ensure that relevant initiatives are included and that progress is identified. A focus of the 2011 Accessibility Plan will be dedicated to monitoring requirements for the development of the forthcoming Integrated Accessibility Standards, which

relate to accessible information, communications, transportation and employment. Development of the Built Environment Standard is still underway. A draft was submitted to the Minister of Community and Social Services in the Fall of 2010 with no anticipated enactment date at this time.

A growing, aging population poses a number of challenges for municipalities to anticipate. Statistics project that by 2025, nearly twenty percent of all Canadians will have some form of disability. As a result, service delivery and programming will continually need to be modified to meet changing needs. The Town of Ajax has developed a strong foundation in relation to accessibility planning order to break down barriers and ensure representation of real and effective change for people with disabilities, with accountability demonstrated within the annual Accessibility Plan.

## **- ACCESSIBILITY ADVISORY COMMITTEE -**

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The Town of Ajax Accessibility Advisory Committee was established in 2002. The AAC is responsible for the provision of 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 or accessing services and facilities. The Committee is comprised of dedicated volunteers committed to working towards a barrier free Ajax.

The mandate of the AAC is defined as follows:

- To provide advice to staff and Council on the development and implementation of the annual Accessibility Plan
- To provide feedback on site plans of new and existing relevant buildings and significant renovations and retrofits to Town facilities
- To provide guidance on customer feedback, Town programs and services regarding accessibility
- To monitor the development of the legislative requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontarians with Disabilities Act, 2001* and offer advice on the Town's compliance

## **- ACCESSIBILITY COORDINATOR -**

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The Accessibility Coordinator is the Town's lead contact for accessibility issues, is the staff liaison for the AAC and is responsible for the development of the annual Accessibility Plan. Staff representatives from all departments also participate in an accessibility implementation group chaired by the Accessibility Coordinator, which assists with communication and implementation of corporate accessibility initiatives at a departmental level. A great deal of coordination is necessary to achieve a consolidated annual Plan and the Town's Accessibility Coordinator plays a crucial role.

## - BARRIER IDENTIFICATION -

Barriers are obstacles that stand in the way of people with disabilities being able to do many of the day-to-day activities that most people take for granted. As defined by the AODA, a barrier is classified as **“anything that prevents a person with a disability from fully participating in all aspects of society because of his/her disability”**. Although still relevant, the traditional definition of a barrier used in the context of accessibility has been expanded to include obstacles beyond that of physical boundaries. The following highlights five common barrier categories:

TYPE	OVERVIEW	EXAMPLE
<b>Environmental</b>	features, buildings or spaces that restrict or impede physical access	<i>a doorway too narrow to accommodate a person in a motorized wheel chair</i>
<b>Communication</b>	obstacles with processing, receiving transmitting, or interpreting information	<i>print or graphics too small to read; documents provided in only one format</i>
<b>Attitudinal</b>	prejudgments or assumptions that directly or indirectly discriminate	<i>assumptions that all people who are blind can read Braille</i>
<b>Technological</b>	when technology cannot be or is not modified to support various assistive devices and/or software	<i>a website that does not provide for increased text size or contrast options</i>
<b>Systemic</b>	barriers within an organization’s policies, practices and procedures that do not consider accessibility	<i>restricted program participation due to limited support staff</i>

The following are the categorizations used within Town’s Barrier Identification Process:

**Facilities and Infrastructure:** Barriers may be identified in the access to parks and trails, roads, sidewalks and other infrastructure owned and maintained by the Town.

**Service Delivery:** Barriers may be identified within specific service delivery practices. Both internal and external customers are considered recipients of service delivery.

**Information and Communication:** Barriers may be identified in the access, collection or dissemination of information (e.g. web-site, e-mail, print materials etc.).

**Policy and Procedure:** Barriers may be identified within corporate and/or departmental policies, practices and procedures

**- 2010 ACHIEVEMENTS -**

The following items represent key achievements in 2010 and highlight initiatives which have improved accessibility or removed barriers in the Town of Ajax. The department(s) responsible for the initiative as well as the current status and a description of the project is noted.

**- FACILITIES AND INFRASTRUCTURE -**

ACTION	DEPARTMENT(S)	STATUS
<p><b>A. New Operations Centre</b>  <i>800 Salem Road North</i></p>	<ul style="list-style-type: none"> <li><b>OPERATIONS &amp; ENVIRONMENTAL SERVICES</b></li> </ul>	<p><b>OPEN – DECEMBER 2010</b></p> <p>Facility built to accommodate municipal operations for Parks services, Public Works, Building Maintenance and Fleet Services; inclusive of 12 truck bays, a 5 bay truck repair facility, shop facilities, a wash bay, and administration offices.</p> <p>The accessible site accommodates 100 cars and a truck-fueling centre.</p>
<p><b>B. Greenwood Discovery Pavilion</b>  <i>2290 Greenwood Road</i></p>	<ul style="list-style-type: none"> <li><b>OPERATIONS &amp; ENVIRONMENTAL SERVICES</b></li> </ul>	<p><b>OPEN – JULY 2010</b></p> <p>The pavilion is designed as a one-storey accessible building that architecturally reflects a country-style building and incorporates exterior finishes that include both wood and stone. It boasts a spacious deck overlooking the valley and many sustainable features to promote energy and water efficiency.</p> <p>The LEED-designed pavilion serves as a summer camp venue, a space for public and private events, a rest stop with year-round accessible washrooms, and a space for educational opportunities.</p>

ACTION	DEPARTMENT(S)	STATUS
<p><b>C. Facility Maintenance &amp; Upgrades</b></p> <p><i>Various locations</i></p>	<ul style="list-style-type: none"> <li>• OPERATIONS &amp; ENVIRONMENTAL SERVICES</li> <li>• RECREATION &amp; CULTURE</li> </ul>	<p><b>ONGOING</b></p> <p>Review to be conducted of required maintenance and retrofits throughout Town facilities. Improvements to be reviewed with AAC as they arise.</p> <p>Railing was installed for the stairs in Council Chambers.</p>
<p><b>D. Pedestrian Sidewalks</b></p> <p><i>Various locations</i></p>	<ul style="list-style-type: none"> <li>• OPERATIONS &amp; ENVIRONMENTAL SERVICES</li> </ul>	<p><b>ONGOING</b></p> <p>Reconstruction, paving and curb cuts continue to be implemented at numerous locations throughout the Town. In 2010, the Town repaired 2400 m<sup>2</sup> of sidewalk and installed 130 meters of new sidewalk along Kingston Road (from Notion Road to the Duffins Creek Trail).</p> <p>Additionally, 3 km of trail was resurfaced (2 km of which was along the Waterfront Trail).</p>
<p><b>E. 2010 Municipal Election Voting Place Site Audits</b></p> <p><i>Various locations</i></p>	<ul style="list-style-type: none"> <li>• LEGISLATIVE &amp; INFORMATION SERVICES</li> </ul>	<p><b>COMPLETED MAY/JUNE 2010</b></p> <p>Environmental audits were conducted by Town staff, with the assistance of the AAC, for every voting place used in 2010. Audits assisted in the designation of locations and enhanced the ability of the Town to ensure each location was accessible to voters visiting the site.</p> <p>Site audit evaluations were included in post-election accessibility reporting.</p>
<p><b>F. Main Branch Library Entrance Improvements</b></p> <p><i>55 Harwood Avenue South</i></p>	<ul style="list-style-type: none"> <li>• LIBRARY SERVICES</li> </ul>	<p><b>SPRING 2010</b></p> <p>Coloured tape was adhered to the double glass door library entrance to assist with its identification for patrons with visual impairments.</p>

ACTION	DEPARTMENT(S)	STATUS
<p><b>G. Building Approvals</b> <i>Various locations</i></p>	<ul style="list-style-type: none"> <li><b>PLANNING &amp; DEVELOPMENT SERVICES</b></li> </ul>	<p><b>ONGOING</b></p> <p>All applicants seeking approval for development or redevelopment opportunities are encouraged to comply with the Town of Ajax Facility Accessibility Design Guidelines.</p> <p>The following building applications include major non-residential projects approved for construction in 2010:</p> <ul style="list-style-type: none"> <li>Loblaws distribution centre warehouse addition – <i>500 Bayly Street East</i></li> <li>Durham Region Transit addition – <i>110 Westney Road South</i></li> <li>Sobey’s Food Store – <i>1935 Ravenscroft Road</i></li> <li>Scotia Bank – <i>1947 Ravenscroft Road</i></li> <li>McDonald’s Restaurant – <i>1951 Ravenscroft Road</i></li> <li>Veridian: two-storey office addition – <i>55 Taunton Road East</i></li> <li>Tim Hortons Restaurant – <i>449 Westney Road South</i></li> <li>“Bitondo” Plaza: multi-unit commercial plaza – <i>362 Kingston Road West</i></li> <li>Emmanuel Praise and Worship Centre addition – <i>1521 Harwood Avenue North</i></li> <li>St. Francis Centre: renovation/addition for use as community space and theater – <i>78 Church Street South</i></li> <li>Ajax Memorial Pool – <i>65 Harwood Avenue South</i></li> </ul>
<p><b>H. Carruthers Marsh Pavilion</b> <i>55 Ashbury Boulevard</i></p>	<ul style="list-style-type: none"> <li><b>OPERATIONS &amp; ENVIRONMENTAL SERVICES</b></li> </ul>	<p><b>OPEN – SUMMER 2010</b></p> <p>Accessible elements incorporated into the 3,500 square foot facility include power automatic door operators at the main entrance and sensor flushing in the accessible washrooms.</p>

ACTION	DEPARTMENT(S)	STATUS
<p>I. <b>Ajax Community Garden</b> <i>46 Exeter Road</i></p>	<ul style="list-style-type: none"> <li>• <b>PLANNING &amp; DEVELOPMENT SERVICES</b></li> </ul>	<p><b>ONGOING</b></p> <p>In August 2010, development of a 5,000 square foot community garden of over 60 plots was initiated. The Ajax Community Gardens at St. Andrews Park will allow residents to come together to grow fruits, vegetables, herbs and flowers. Several plots are raised to provide for easy access.</p>

**- SERVICE DELIVERY -**

ACTION	DEPARTMENT(S)	STATUS
<p><b>A. Municipal Election Accessible Equipment</b></p>	<ul style="list-style-type: none"> <li>• <b>LEGISLATIVE &amp; INFORMATION SERVICES</b></li> </ul>	<p><b>OCTOBER 2010</b></p> <p>All advanced voting place locations were equipped with an accessible ballot marking device. The device had the capability to produce a printed ballot indistinguishable from a paper ballot marked by hand. Voters were able to use headphones to listen to reading of an audio ballot and were able to cast their vote using a connected Audio-Tactile Interface (ATI) device. The ATI device was compatible with various assistive technologies such as sip &amp; puff, yes/no paddles and tactile Braille.</p> <p>A demonstration and consultation was held with the AAC.</p>
<p><b>B. Municipal Election Voting Opportunities</b></p>	<ul style="list-style-type: none"> <li>• <b>LEGISLATIVE &amp; INFORMATION SERVICES</b></li> </ul>	<p><b>OCTOBER 2010</b></p> <p>Accessible voting opportunities were available to voters by way of several advanced voting days which provided time to vote throughout the day, evening and weekend.</p> <p>The “Vote Anywhere” option provided on Voting Day allowed electors to attend any one of 13 voting place locations to vote regardless of the ward in which they lived.</p> <p>In compliance with the <i>Municipal Elections Act, 1996</i>, staff facilitated onsite voting opportunities to residents of Ballycliffe Lodge Long-Term Care Facility and Winborne Park Long-Term Care Centre.</p> <p>Staff also facilitated advance voting opportunities for residents of Harwood Manor, Ashley Manor and Westwood Manor.</p>

ACTION	DEPARTMENT(S)	STATUS
<p><b>C. Consultation with Accessibility Advisory Committee on Town Service Delivery &amp; Initiatives</b></p>	<ul style="list-style-type: none"> <li>• <b>LEGISLATIVE &amp; INFORMATION SERVICES</b></li> <li>• <b>ALL OTHER DEPARTMENTS</b></li> </ul>	<p><b>ONGOING</b></p> <p>Various presentations by Town Staff, community stakeholders and organizations are made to the AAC in order to consult with and receive recommendations with respect to new and existing services and programs. The following updates and initiatives were presented to the AAC in 2010:</p> <ul style="list-style-type: none"> <li>• Major Development Projects</li> <li>• 2010 Municipal Election</li> <li>• Memorial Outdoor Pool</li> <li>• Accessible Library Services</li> <li>• Library Master Plan</li> <li>• Audley Recreation Centre</li> <li>• Diversity and Community Engagement Plan</li> <li>• AROGA</li> <li>• AODA Customer Service Reporting</li> <li>• Official Plan Review – Ajax Forward Vibrant Streets</li> <li>• Taxi By-law Review</li> <li>• Accessible Recreation Initiatives and Partnerships</li> <li>• Durham Region Transit</li> <li>• Durham Region Accessibility Advisory Committee</li> <li>• Accessibility Expo</li> </ul>
<p><b>D. Durham Region Accessibility Expo</b></p>	<ul style="list-style-type: none"> <li>• <b>LEGISLATIVE &amp; INFORMATION SERVICES</b></li> </ul>	<p><b>JUNE 2010</b></p> <p>Participation in first Regional Accessibility Expo. Initiative planned to educate private sector organizations on the AODA Accessible Customer Service Standard requirements as well as public organizations on resources relating to accessibility. Members of the AAC participated in the event as welcome and way-finding volunteers.</p>

ACTION	DEPARTMENT(S)	STATUS
<b>E. Customer Service Training</b>	<ul style="list-style-type: none"> <li>• <b>OFFICE OF THE CAO</b></li> </ul>	<p><b>ONGOING</b></p> <p>All staff, volunteers and third parties working on behalf of the Town continue to receive training package and/or participate in corporate orientation which includes information with respect to the Town's Accessible Customer Service Policy.</p> <p>Training continues to be provided as soon as practicable and makes use of audio visual aids and print materials. Records of all training provided will be maintained.</p>
<b>F. Accessible Recreation Programming and Training</b>	<ul style="list-style-type: none"> <li>• <b>RECREATION &amp; CULTURE SERVICES</b></li> </ul>	<p><b>ONGOING</b></p> <ul style="list-style-type: none"> <li>• Nine integration support staff provided support to 92 campers during seasonal and summer camp programs.</li> <li>• Recreation &amp; Culture has changed the name of the Integration Services area to "Inclusion Services". This is a reflection of current trends in the recreation field.</li> </ul>
<b>G. Accessible Community Partnerships</b>	<ul style="list-style-type: none"> <li>• <b>RECREATION &amp; CULTURE SERVICES</b></li> </ul>	<p><b>ONGOING</b></p> <ul style="list-style-type: none"> <li>• Autism Ontario partnered with the Town of Ajax to run a "Parks for All" day at Greenwood Conservation Area in July 2010.</li> <li>• Continued partnership with Ajax High School's "School to Work" program. Several students with developmental disabilities gain experience in the work force by assisting with maintenance practices at the ACC.</li> <li>• Development of a partnership with Variety Village to facilitate a comprehensive training for summer Inclusion Services staff.</li> </ul>

ACTION	DEPARTMENT(S)	STATUS
<p><b>H. Accessible Library Services</b></p> <p><i>Various locations</i></p>	<ul style="list-style-type: none"> <li>• <b>LIBRARY SERVICES</b></li> </ul>	<p><b>ONGOING</b></p> <p>In 2010, Library Services acquired assistive hardware and software materials that will enable patrons with a range of disabilities to more fully access Library services and programs.</p> <p>The Main Branch Library has one computer workstation that has hardware and software to assist customers with visual, mobility and learning disabilities with access to the Internet, produce documents, scan hardcopies and reproduce into text. Staff will continue to receive appropriate training on accessible applications:</p> <ul style="list-style-type: none"> <li>• wheel-chair accessible table with push-button lift</li> <li>• Voice recognition software: <b>Dragon Speaking Naturally</b></li> <li>• <b>Headmouse Extreme/WiVik</b> – a camera that sits on the monitor and tracks a small silver dot worn by a user to allow customers with limited mobility the opportunity to use an on-screen keyboard and “type” text with head movements</li> <li>• Large-print keyboard</li> <li>• <b>Zoomtext</b> – Large-print software</li> <li>• <b>System Access</b> – screen reader</li> <li>• <b>eClipseWriter</b> – scanning software</li> <li>• Braille translation software</li> <li>• Braille embosser</li> <li>• <b>Kurzweil 3000</b> – scanning software for customers with learning disabilities</li> <li>• <b>textHelp</b> and <b>Write Gold</b> – writing software for customers with learning disabilities</li> <li>• large trackball</li> <li>• <b>Ubi Duo</b> system – a two piece type-based communication system that allows people with auditory disabilities to communicate within a 500 ft radius</li> </ul>

**- INFORMATION & COMMUNICATION -**

ACTION	DEPARTMENT(S)	STATUS
<p><b>A. Town of Ajax YouTube Channel</b></p>	<ul style="list-style-type: none"> <li>• OFFICE OF THE CAO</li> </ul>	<p><b>LAUNCHED JUNE 2010</b></p> <p>Allows individuals the opportunity to view videos of Town and community events and presentations.</p> <p>To date, the channel has received over 4,000 views.</p>
<p><b>B. AJAX TODAY – Corporate Newsletter</b></p>	<ul style="list-style-type: none"> <li>• OFFICE OF THE CAO</li> <li>• LEGISLATIVE &amp; INFORMATION SERVICES</li> <li>• ADVISORY COMMITTEES</li> </ul>	<p><b>JUNE 2010</b></p> <p>For the Summer 2010 edition, an article was written showcasing the valuable role of Town of Ajax Advisory Committees and their accomplishments of the Town’s Advisory Committees was written. The article highlighted achievements of the following committees:</p> <ul style="list-style-type: none"> <li>• Accessibility</li> <li>• Diversity and Community Engagement</li> <li>• Environmental</li> <li>• Heritage</li> <li>• Recreation, Arts and Culture</li> <li>• Youth Engagement</li> </ul> <p>The newsletter was distributed town-wide and made available on the Town’s website.</p>
<p><b>C. 2010 Municipal Election “Vote. It Matters!” Video</b></p>	<ul style="list-style-type: none"> <li>• OFFICE OF THE CAO</li> <li>• LEGISLATIVE &amp; INFORMATION SERVICES</li> </ul>	<p><b>LAUNCHED JULY 2010</b></p> <p>Creation of a “get out the vote” video featuring local celebrities, notable residents and advisory committee members (including a member of the AAC), to encourage voters to take note and participate in the election process.</p>

ACTION	DEPARTMENT(S)	STATUS
<p><b>D. 2010 Municipal Election Website</b>  <a href="http://www.townofajax.com/vote">www.townofajax.com/vote</a></p>	<ul style="list-style-type: none"> <li>• OFFICE OF THE CAO</li> <li>• LEGISLATIVE &amp; INFORMATION SERVICES</li> </ul>	<p><b>LAUNCHED JULY 2010</b></p> <p>The comprehensive website was designed to provide residents, electors and candidates, with general election information. Visitors to the site could access information relating to advance voting opportunities, election day voting place locations, dates and times, a list of candidates, proxy and revision forms and other general information. Additionally, through the site visitors could verify whether or not they were on the voters' list.</p>
<p><b>E. 2010 Municipal Election Telephone Hotline</b>            905-619-2529 x. VOTE (8683)</p>	<ul style="list-style-type: none"> <li>• LEGISLATIVE &amp; INFORMATION SERVICES</li> </ul>	<p><b>LAUNCHED JULY 2010</b></p> <p>The 24-hour election telephone information hotline was dedicated to providing voters with election-related information for those who may not have had access to the Internet. By calling the hotline, staff could assist with determining whether an elector was listed on the electronic voters' list.</p>
<p><b>F. Library Services Communications</b></p>	<ul style="list-style-type: none"> <li>• Library Services</li> </ul>	<p><b>COMPLETED SPRING 2010</b></p> <p>Development of Library Services Accessible Customer Service documents posted on the Town's website:</p> <ul style="list-style-type: none"> <li>• AP-ADM-006: Accessible Customer Service Standard Policy</li> <li>• AP-ADM-006a: Procedure to Ensure Accessible Communications</li> <li>• AP-ADM-006b: Procedure Event of Temporary Disruptions to Library Services</li> <li>• AP-ADM-006c: Procedure to Receive and Respond to Feedback Regarding Library Accessibility</li> </ul>

ACTION	DEPARTMENT(S)	STATUS
<p><b>A. AODA Accessible Customer Service Compliance Reporting</b></p>	<ul style="list-style-type: none"> <li>• <b>LEGISLATIVE &amp; INFORMATION SERVICES</b></li> </ul>	<p><b>FILED JANUARY 2010</b></p> <p>Submission of the first Customer Service Accessibility Report to the Government of Ontario in compliance with <i>Accessibility for Ontarians with Disabilities Act, 2005</i> legislation.</p> <p>Further accessibility reporting will be reviewed with staff and the AAC and will be submitted as required by future accessibility standards.</p>
<p><b>B. Diversity and Community Engagement Plan</b></p>	<ul style="list-style-type: none"> <li>• <b>OFFICE OF THE CAO</b></li> <li>• <b>RECREATION &amp; CULTURE</b></li> <li>• <b>AAC</b></li> </ul>	<p><b>LAUNCHED JUNE 2010</b></p> <p>The Plan was developed to foster understanding of the needs of all residents and to ensuring fairness and equity in the Town’s approach to the delivery of services and employment opportunities.</p> <p>Recommendations encourage the Town to undertake a review of policies and practices, using a diversity lens, to ensure there are no conditions which create disadvantage to residents and/or staff.</p> <p>The Plan is focuses on the following five key deliverables:</p> <ul style="list-style-type: none"> <li>• Policy Development and Review</li> <li>• The Town as an Employer</li> <li>• Access to Programs and Services</li> <li>• Community Engagement</li> <li>• Neighbourhood Strengthening</li> </ul> <p>The AAC participated in consultation process and unanimously endorsed the Plan’s implementation.</p>

ACTION	DEPARTMENT(S)	STATUS
<p><b>C. Official Plan Review</b></p>	<ul style="list-style-type: none"> <li>• <b>PLANNING &amp; DEVELOPMENT SERVICES</b></li> <li>• <b>AAC</b></li> </ul>	<p><b>ONGOING</b></p> <p>A phased review of the town’s Official Plan to update planning principles and policies that will determine physical development in Ajax over the next 20 years.</p> <p>Policies were drafted and developed in the areas of transportation and built environment accessibility (ex. maximizing accessibility of streetscapes and landscapes by incorporating accessibility standards and guidelines that emphasize clear access routes and unencumbered entrances and circulation).</p>
<p><b>D. 2010 Election Accessibility Plan &amp; Post-election Accessibility Report</b></p>	<ul style="list-style-type: none"> <li>• <b>LEGISLATIVE &amp; INFORMATION SERVICES</b></li> </ul>	<p><b>LAUNCHED JULY 2010</b></p> <p>In compliance with <i>Municipal Elections Act, 1996</i>, accessibility requirements, staff developed a 2010 Municipal Elections Accessibility Plan, outlining objectives and implementation measures to ensure accessible and equitable opportunities were provided for all electors and candidates. The plan included information on:</p> <ul style="list-style-type: none"> <li>• Voting location environments and barrier identification</li> <li>• Support persons and service animals</li> <li>• Accessible voting methods</li> <li>• Communications and feedback</li> <li>• Role of Election Officials and “Friend of the Voter”</li> </ul> <p><b>REPORT JANUARY 2011</b></p> <p>Staff prepared a post-election report that provided an overview of the identification, removal and prevention of barriers to electors and candidates with disabilities. The final report included 18 site audit summaries conducted for all election voting place locations.</p>

**- 2011 INITIATIVES -**

The following represents a list of initiatives to be focused on in 2011. These issues have been identified to improve and/or enhance overall accessibility or remove barriers that may currently exist. Some items are associated with previous issues identified over the last several years while others are newly identified projects. Status will be monitored on an ongoing basis by the Town's Accessibility Coordinator. Regular updates will be presented to the Accessibility Advisory Committee.

**- FACILITIES AND INFRASTRUCTURE -**

ACTION	DEPARTMENT(S)	STATUS
<p><b>A. St. Francis Centre for Community, Arts and Culture</b>  <i>78 Church Street South</i></p>	<ul style="list-style-type: none"> <li>• <b>OPERATIONS &amp; ENVIRONMENTAL SERVICES</b></li> <li>• <b>RECREATION &amp; CULTURE</b></li> </ul>	<p><b>TARGETED OPENING JUNE 2011</b></p> <p>Restoration and renovation of the former St. Francis de Sales church, into the St. Francis Centre which will serve as a multi-use centre for arts and culture. Extensive design, renovation and restoration work has been completed. The facility includes several accessible elements, identified through consultation with the AAC:</p> <ul style="list-style-type: none"> <li>• barrier free parking</li> <li>• 2m turning radius in washrooms</li> <li>• Level entry/egress paths</li> <li>• Accessible change room within box office area on main floor</li> <li>• Automatic power door openers</li> <li>• Motion activated lights/flush</li> <li>• Installation of PAL platform lift for stage access</li> <li>• Touch screen control component of audiovisual equipment</li> <li>• Accessible seating section</li> </ul>

ACTION	DEPARTMENT(S)	STATUS
<p><b>B. Facility Audit</b> <i>All Town facilities</i></p>	<ul style="list-style-type: none"> <li>• <b>OPERATIONS &amp; ENVIRONMENTAL SERVICES</b></li> </ul>	<p><b>ONGOING</b></p> <p>Staff to conduct audit of all Town of Ajax facilities relative to the Town of Ajax Facility Accessibility Design Standards. Will determine need and feasibility of formalizing guidelines as standards.</p> <p>Facility assessments and costing analysis will continue throughout 2011.</p>
<p><b>C. Audley Recreation Centre</b> <i>1955 Audley Road</i></p>	<ul style="list-style-type: none"> <li>• <b>OPERATIONS &amp; ENVIRONMENTAL SERVICES</b></li> <li>• <b>RECREATION &amp; CULTURE</b></li> <li>• <b>PLANNING &amp; DEVELOPMENT SERVICES</b></li> </ul>	<p><b>ONGOING</b></p> <p>Construction of a new community centre and park to be located at Sportsplex Park.</p> <p><b>TARGET COMPLETION OF PHASE 1 CONSTRUCTION: SEPTEMBER 2011</b></p> <p>Public open house held in December 2010 for consultation on development of an accessible playground for the site.</p>
<p><b>D. Memorial Outdoor Pool Revitalization</b> <i>Located behind 55 Harwood Avenue South</i></p>	<ul style="list-style-type: none"> <li>• <b>OPERATIONS &amp; ENVIRONMENTAL SERVICES</b></li> <li>• <b>RECREATION &amp; CULTURE</b></li> </ul>	<p><b>TARGET COMPLETION SPRING 2011</b></p> <p>The revitalization of the nearly 50 year-old facility will include:</p> <ul style="list-style-type: none"> <li>• Rebuilding of existing pool house to include larger public change spaces as well as the addition of accessible and family change areas</li> <li>• Renovation of the existing pool tank to accommodate an access ramp</li> <li>• Replacement of aging security fencing and parent viewing benches</li> <li>• Provision of shade opportunities on deck</li> <li>• Replacement of existing tot pool with an interactive water feature</li> </ul>

ACTION	DEPARTMENT(S)	STATUS
<p><b>E. Building Approvals</b> <i>Various locations</i></p>	<ul style="list-style-type: none"> <li><b>PLANNING &amp; DEVELOPMENT SERVICES</b></li> </ul>	<p><b>COMMENCING 2011</b></p> <p>All applicants seeking approval for development or redevelopment opportunities are encouraged to comply with the Town of Ajax Facility Accessibility Design Guidelines.</p> <p>The following building applications have been identified to start construction in 2011:</p> <ul style="list-style-type: none"> <li>• Four-storey, 84 unit seniors apartment residence – <i>255 Lake Drive Way East</i></li> <li>• Ajax Williamson – Catholic Elementary School – <i>Thackery Drive / Williamson Drive East</i></li> <li>• Ajax Gillett Public Elementary School – <i>Gillette Drive / Williamson Drive East</i></li> <li>• Coptic Orthodox Church – <i>360 Westney Road North</i></li> <li>• The Beer Store – <i>1953 Ravenscroft Road North</i></li> <li>• Perlane: four-storey office building – <i>Salem Road / Rossland Road</i></li> <li>• Tim Hortons – <i>Salem Road / Rossland Road</i></li> <li>• GO Transit parking structure – <i>100 Westney Road South</i></li> <li>• Salem Business Park: building #1 – <i>Pugsley Court / Salem Road North</i></li> <li>• Index Energy Mills Steam Plant: retrofit and expansion – <i>170 Mills Road</i></li> <li>• Audley Recreation Centre – <i>1955 Audley Road</i></li> </ul>

**- SERVICE DELIVERY -**

ACTION	DEPARTMENT(S)	STATUS
<p><b>A. Taxi By-law Review</b></p>	<ul style="list-style-type: none"> <li>• <b>LEGISLATIVE &amp; INFORMATION SERVICES</b></li> </ul>	<p><b>JULY 2011</b></p> <p>By-law Services will be conducting a comprehensive audit of the Ajax Taxi industry, including assessment for accessible taxi services as well as forthcoming AODA Transportation standards. AAC consultation and feedback will be obtained regarding a draft by-law.</p>
<p><b>B. Library Accessible Services Training</b></p>	<ul style="list-style-type: none"> <li>• <b>LIBRARY SERVICES</b></li> </ul>	<p><b>ONGOING</b></p> <p>Staff will continue to receive training on resources and materials available at the Main Branch Accessible Station. AAC members will also receive an introduction on the available accessible library services and programs, including those materials and software at the Accessible Station.</p>
<p><b>C. Volunteer Management Program</b></p>	<ul style="list-style-type: none"> <li>• <b>LEGISLATIVE &amp; INFORMATION SERVICES</b></li> <li>• <b>ALL OTHER DEPARTMENTS</b></li> </ul>	<p><b>ONGOING</b></p> <p>Development of a Volunteer Management Program. The program will include creation of a volunteer recruitment strategy, policies &amp; procedures for year-round volunteer training and development as well as networking opportunities with local and regional organizations to create additional volunteer partnership opportunities &amp; best practices.</p>
<p><b>D. Community Partnerships</b></p>	<ul style="list-style-type: none"> <li>• <b>AAC</b></li> </ul>	<p><b>ONGOING</b></p> <p>Participation in the Region's Accessibility Expo and continued networking with various community organizations and community accessibility initiatives, such as National Access Awareness Week (MAY/JUNE), through education and presentation opportunities.</p>

**- INFORMATION & COMMUNICATIONS -**

ACTION	DEPARTMENT(S)	STATUS
<p><b>A. Website Redesign</b> <a href="http://www.townofajax.com">www.townofajax.com</a></p>	<ul style="list-style-type: none"> <li>• <b>ALL DEPARTMENTS</b></li> </ul>	<p><b>TARGET LAUNCH DECEMBER 2011</b></p> <p>During the redesign of the Town’s external website, a review will be conducted to determine implementation of accessibility improvements. Consultation to take place with the AAC.</p> <p>Redesign will include development of a web accessibility statement that defines the parameters of design in relation to access of information for people with disabilities.</p> <p>Improvements to be discussed will include accessible PDF functions, BrowseAlloud screen reading capability and will meet WCAG 2.0 standards.</p>
<p><b>B. Signage Review</b></p>	<ul style="list-style-type: none"> <li>• <b>OFFICE OF THE CAO</b></li> </ul>	<p><b>ONGOING</b></p> <p>Staff committee formed to conduct signage audits for all Town facilities and formulate recommendations for standard signage guidelines.</p>
<p><b>C. Accessible Library Workstation Communication</b></p>	<ul style="list-style-type: none"> <li>• <b>LIBRARY SERVICES</b></li> </ul>	<p><b>ONGOING</b></p> <p>Library Services will be creating brochure material to promote the Accessible Station. The brochure will also include information on databases that have speech to text function.</p> <p>Staff will also develop a bibliography promoting its accessible library collection, including resources such as audio books, e-books, e-audio books, large print and the CNIB book service. Information promoting accessibility services will also be showcased on the website.</p>

ACTION	DEPARTMENT(S)	STATUS
<p><b>D. Let's Talk Ajax Campaign</b>  <a href="http://www.letstalkajax.com">www.letstalkajax.com</a></p>	<ul style="list-style-type: none"> <li>• <b>OFFICE OF THE CAO</b></li> </ul>	<p><b>LAUNCHED FEBRUARY 2011</b></p> <p>Creation of an online forum allowing residents to complete a survey to provide input and comment on development of the Town's Community Action Plan. Surveys were also made available in hardcopy format at Town facilities. Interactive approach to public consultation that included video messaging.</p>

ACTION	DEPARTMENT(S)	STATUS
<p><b>A. AODA Integrated Accessibility Standard Development</b></p>	<ul style="list-style-type: none"> <li>• <b>LEGISLATIVE &amp; INFORMATION SERVICES</b></li> </ul>	<p><b>ONGOING</b></p> <p>An Integrated Accessibility Regulation (IAR) will combine previously proposed AODA accessibility standards in the area of information and communication, transportation and employment.</p> <ul style="list-style-type: none"> <li>• Provide or arrange for accessible formats and communication supports</li> <li>• Ensure websites conform to WCAG 2.0 Level AA</li> <li>• Establish policies and practices</li> <li>• Develop 5 year consolidated accessibility plans with annual progress reports</li> <li>• Train employees, volunteers and others</li> <li>• Establish a feedback process</li> <li>• Make emergency and public safety information available in accessible formats</li> <li>• Develop employee accommodation plans</li> </ul> <p>A final draft standard of the IAR was released for public comment February 2011.</p> <p>It is anticipated that it will be enacted by the end of summer, 2011. Staff will continue to monitor the process and provide regular reports to senior management and the AAC.</p> <p>The Town's AODA implementation group as well as the AAC will continue to assist the Accessibility Coordinator with respect to the implementation of the necessary measures to ensure compliance with the IAR.</p>

ACTION	DEPARTMENT(S)	STATUS
<b>B. Implementation of Diversity and Community Engagement Plan</b>	<ul style="list-style-type: none"> <li>• OFFICE OF THE CAO</li> <li>• RECREATION &amp; CULTURE SERVICES</li> </ul>	<p><b>ONGOING</b></p> <p>A five to seven year phased implementation. Short, medium and long term objectives have been identified. AAC will continue to participate in monitoring and discussion relating to implementation and progress reporting for the Plan.</p>
<b>C. Community Action Plan Development</b>	<ul style="list-style-type: none"> <li>• OFFICE OF THE CAO</li> </ul>	<p><b>TARGET APRIL 2011</b></p> <p>Public and staff consultation on development of Council's 2011-2014 community action plan. The following strategic objectives were identified:</p> <ul style="list-style-type: none"> <li>• Strong Sense of Community</li> <li>• Strategic Development and Economic Prosperity</li> <li>• Leader in Environmental Sustainability</li> <li>• Excellence in Service Delivery and Governance</li> </ul> <p>Public consultation will continue with development of goals, strategies and priorities within the four key objectives.</p>
<b>D. Annual Accessibility Plan</b>	<ul style="list-style-type: none"> <li>• LEGISLATIVE &amp; INFORMATION SERVICES</li> <li>• AAC</li> </ul>	<p><b>ANNUAL</b></p> <p>In compliance with the ODA and AODA, staff works in collaboration with the AAC to prepare an annual Accessibility Plan. This Plan demonstrates a commitment to work towards the prevention, identification and removal of barriers that restrict opportunities for people with disabilities. Its intent is to ensure that all facilities programs and services are available to everyone wishing to access them. Within the Plan, key initiatives and accomplishments are identified through the following areas: Facilities &amp; Infrastructure, Service Delivery, Information &amp; Communications, and Policy &amp; Procedure.</p>

## - FEEDBACK & CONTACTS -

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If you have any comments or suggestions with respect to the Town of Ajax Accessibility Plan, or accessibility matters in general, we want to hear from you! Please contact:

**Sarah Moore**  
**Committee Coordinator / Accessibility**  
**Coordinator**

Email: [sarah.moore@townofajax.com](mailto:sarah.moore@townofajax.com)

Phone: 905-619-2529 ext 3347

TTY: 905-683-0170

TextNet: 1-866-460-4489

Fax: 905-683-1061

Mail: 65 Harwood Avenue South  
Ajax, ON L1S 2H9

**Blair Labelle**  
**Manager, Legislative Services / Deputy**  
**Clerk**

Email: [blair.labelle@townofajax.com](mailto:blair.labelle@townofajax.com)

Phone: 905-619-2529 ext 3342

TTY: 905-683-0170

TextNet: 1-866-460-4489

Fax: 905-683-1061

Mail: 65 Harwood Avenue South  
Ajax, ON L1S 2H9

## - GLOSSARY -

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### **Accessibility:**

In a context relating to people with disabilities, the term can be defined as the degree with which people with disabilities are able to access the functionality, and possible benefit, of some system or entity. Essentially, 'Accessibility' refers to the potential for a product or service to be beneficial to as many people as possible.

### **Accessibility Advisory Committee (AAC):**

An Advisory Committee of council established in 2002 to provide council with advice on the Annual Accessibility Plan, development site plans, customer feedback and relevant legislation. The AAC will also, pertinent to its mandate and when applicable, provide recommendations on policies, programs and regulations as well as support broader corporate initiatives that advance the interests of the Town as identified in the Corporate Strategic Plan.

### **Accessibility Plan:**

An annual program and itemization of initiatives to identify past achievements with respect to improving accessibility for people with disabilities, formulating future goals and providing a context by which both can be assessed and evaluated. The Accessibility Plan is developed by the Accessibility Coordinator in conjunction with Town staff, the AAC and various other stakeholders.

### **Accessibility for Ontarians with Disabilities Act, 2005 (AODA):**

Legislation enacted by the Province of Ontario in June of 2005, that provides the framework by which certain accessibility standards will be developed to ensure that businesses and organizations maintain practices and provide goods and services in a manner that is accessible to everyone including people with disabilities. Standard will be developed by Standards Development Committees and enacted as Ontario Regulations under the AODA: Customer Service (currently in place as OR 429/07), Transportation, Information and Communications, Built Environment, and Employment. The goal of the AODA is to build on the framework of the ODA, establish enforceable and qualitative standards in order to assist in developing a "fully accessible" province by 2025.

**Barrier:**

Anything that prevents a person with a disability from fully participating in all aspects of society due to his/her disability. The definition is not limited to structural or physical impediments, it can also relate to various other obstacles such as systemic, attitudinal, technological, informational etc.

**Barrier Identification Process:**

A Town of Ajax process (COR-WI-001) established to assist departments in identifying various barriers that restrict equal access to Town services or facilities by people with disabilities. The content collected through the Barrier Identification Process is consolidated and made available in the Town's annual Accessibility Plan.

**Corrective and Preventative Action Process (CPAR):**

A Town of Ajax process related to the Quality Management System to correct and prevent nonconformance or potential nonconformance, including those resulting from internal reviews. Relevant to accessibility this process establishes the procedure for the effective handling of customer complaints, reports of product and service nonconformance and customer feedback.

**Disability:**

The AODA echoes the definition of *disability* established by the *Ontario Human Rights Code*:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device
- a condition of mental impairment or a developmental disability
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *workplace safety and insurance act, 1997* ("handicap").

### **Document Management System (DMS):**

The Town adopted the DMS system in mid-2003 as a centralized digital repository for ISO related documentation (Operating Procedures, Work Instructions and forms etc.). The DMS system currently houses additional documentation such as by-laws, corporate policies and manuals.

### **Ontarians with Disabilities Act, 2001 (ODA):**

Legislation enacted by the Province in November of 2001 to *'improve opportunities for persons with disabilities and provide for their involvement in the identification, removal and prevention of barriers'*. The ODA required municipalities with more than 10,000 residents to develop and Accessibility Advisory Committee and to submit an annual Accessibility Plan to the province. The AODA will eventually replace the ODA; however, a date for its repeal has not yet been determined.

### **Ontario Human Rights Code:**

A provincial law in Ontario that gives all citizens equal rights and opportunities without discrimination in specific areas such as employment, housing and services. The Human Rights Commission was established as an oversight and appeal body in relation to the law. Prior to the ODA being enacted in 2001, the Human Rights Code was the only applicable legislation to uphold accessibility rights.

### **Ontario Regulation 429/07:**

The first standard to be released under the AODA which will take force and effect for all public organizations by January 1, 2010 and private organizations on January 1, 2012. The standard mandates the development of policies, practices and procedures in the areas of communication, notice for disruption of services, service and support animals, assistive devices, training and customer feedback in relation to the core principles of the standard; dignity, independence, integration and equal opportunity.

### **Standard:**

The criterion establishing what a person or organization must accomplish to achieve the minimum level of compliance. Accessibility Standards will be legislated by way of Ontario Regulations pursuant to the AODA.