

**Extract From  
Accessibility Advisory Committee Meeting  
AAC#02-18 held March 28, 2018**

**4. SRCFS.18.014 – Richmond Hill 2018-2022 Multi-Year Accessibility Plan**

Moved by: Regional and Local Councillor Spatafora

That the Accessibility Advisory Committee recommends to Committee of the Whole:

- a) That the 2018-2022 Multi-Year Accessibility Plan, attached as Appendix A to staff report SRCFS.18.014, be approved;
- b) That the approved 2018-2022 Multi-Year Accessibility Plan be posted on the Town's website as required by the *Accessibility for Ontarians with Disabilities Act, 2005*.

Carried Unanimously



## **Staff Report for Accessibility Advisory Committee Meeting**

**Date of Meeting:** March 28, 2018

**Report Number:** SRCFS.18.014

**Department:** Office of the Clerk

**Subject:** **Richmond Hill 2018-2022 Multi-Year  
Accessibility Plan**

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### **Purpose:**

The purpose of this report is to present Richmond Hill's 2018 – 2022 Multi-Year Accessibility Plan (MYAP) and to make the Accessibility Plan available to the public as required by the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA").

### **Recommendation(s):**

That the Accessibility Advisory Committee recommends to the Committee of the Whole:

- a) That the 2018 – 2022 Multi-Year Accessibility Plan, attached as Appendix A to Staff Report SRCFS.18. 014, be approved.
- b) That the approved 2018-2022 Multi-Year Accessibility Plan be posted on the Town's website as required by the *Accessibility for Ontarians with Disabilities Act, 2005*.

### **Contact Person:**

Daniel Ruberto, Legislative & Accessibility Coordinator, extension 6521

Stephen M.A. Huycke, Director, Legislative Services/Town Clerk, extension 2529

### **Report Approval:**

Submitted by:

"Original signed by Stephen M.A. Huycke, Acting Commissioner of  
Corporate and Financial Services, on file in the Office of the Clerk"

Stephen M.A. Huycke

Acting Commissioner of Corporate and Financial Services

### **Approved by:**

"Signed version on file in the Office of the Clerk"

Neil Garbe

Chief Administrative Officer

## **Background:**

The AODA requires that the Town prepare a multi-year accessibility plan and update it at least once every five years. The AODA also requires the Town to annually report on the implementation of the plan. Richmond Hill adopted its first multi-year accessibility plan (MYAP) on February 25, 2013. The 2013-2017 MYAP outlined many initiatives to identify, prevent and remove barriers for person with disabilities. As noted in each annual report to Council, including the 2017 Status Report (see SRCFS.18. 014), Richmond Hill has met the goals identified in the 2013-2017 MYAP.

The proposed 2018-2022 MYAP continues Richmond Hill's commitment to make the Town accessible. The proposed MYAP is the result of consultations with various stakeholders including, but not limited to the Accessibility Advisory Committee.

## **Highlights of the 2018 – 2022 Multi-Year Accessibility Plan:**

The proposed 2018-2022 Richmond Hill Multi-year Accessibility Plan continues many of the initiatives of the 2013-2017 plan, as well as addresses any recent legislative requirements. The overarching goal of the plan is to continue Richmond Hill's commitment to make the Town accessible. The plan defines an accessible Richmond Hill as one where:

- Residents and customers with disabilities receive quality goods and services in a timely manner and in a way that preserves their independence and integrity;
- People with disabilities are able to participate in Richmond Hill's programs;
- Greater accessibility of our facilities and public spaces;
- Information and communication supports are available in accessible formats to residents and staff; and
- Exercising accessible employment practices, so that employees can fully participate.

To demonstrate the commitment to make Richmond Hill accessible, the 2018-2022 MYAP highlights many of the Town's previous achievements. Organized according to the Integrated Accessibility Standards adopted under the AODA, the report includes examples of the Town's achievements in accessible customer service, information and communications, employment, transportation and design of public spaces. Building on these, the 2018-2022 MYAP sets clear goals for the next 5 years for each of the standards. Highlights of these goals include:

- The ongoing update and review of accessibility policies and procedures;
- Updating the Town's accessibility training;
- Continued provision of programs and services adapted for person with disabilities; and

- Making all new and revitalized public spaces accessible to persons with disabilities.

The proposed 2018-2022 Multi-year Accessibility Plan will ensure that Richmond Hill continues to make the Town more accessible for persons with disabilities.

### **Financial/Staffing/Other Implications:**

There are no financial, staffing or other implications associated with this report.

### **Relationship to the Strategic Plan:**

This report relates to the Town's Strategic Plan goal of Stronger Connections in Richmond Hill by removing barriers to effective participation for all people in the community, improving access to local information and services and by increasing accessibility for those with disabilities. Further connection to the Strategic Plan is made in the Multi-Year Accessibility Plan.

### **Conclusion:**

Richmond Hill is obligated by the AODA to adopt a Multi-Year Accessibility Plan every 5 years. Staff recommends that the proposed 2018 - 2022 Richmond Hill MYAP be approved to meet this legislated obligation. The MYAP has been developed in consultation with the Richmond Hill Accessibility Advisory Committee and other stakeholders, and will ensure that the Town continues to meet or exceed its obligations to identify, prevent and remove barriers for persons with disabilities.

### **Attachments:**

- Appendix A - 2018 – 20122 Richmond Hill Multi-Year Accessibility Plan



2018 - 2022

# Richmond Hill Multi-Year Accessibility Plan

Celebrating Progress and Planning for the Future



*Richmond Hill*







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# Message from the Mayor



I'm pleased to present the Richmond Hill's Multi-Year Accessibility Plan (MYAP). Our 2018-2022 MYAP outlines how we'll continue to identify, prevent and remove accessibility barriers for everyone who lives, works and visits our community. Our new plan builds on what we've accomplished since we introduced the original plan in 2013 and includes input from our Accessibility Advisory Committee.

For more than a decade, we've focused on creating an Accessible Richmond Hill for all residents and demonstrated our continued commitment to providing accessible programs, services and facilities. We're also committed to having the

right policies and procedures in place to ensure the public and our staff thrives in an inclusive environment.

While we've still got more work ahead of us to make Richmond Hill even more accessible and inclusive, I'm proud of our achievements and ongoing efforts to be an accessible and inclusive service provider for our community.

Sincerely,

A handwritten signature in blue ink, which appears to read "Dave Barrow". The signature is stylized and fluid.

Dave Barrow  
Mayor

# Message from Richmond Hill's Accessibility Advisory Committee

In Ontario, more than 15 per cent of Ontario's population has a disability and it's likely that everyone will be affected by disability at some point, whether personally or through supporting family, friends and colleagues who have disabilities. Better access will help everyone and improve the quality of life for all of Richmond Hill. This new Multi-Year Accessibility Plan spreads awareness of the importance of accessibility and identifies opportunities to eliminate barriers.

The Accessibility Advisory Committee advises Council and staff on behalf of the community about accessibility initiatives to create a barrier-free Richmond Hill. Our Committee consists of several members with various skills, abilities and experiences, providing a diverse and unique perspective to how Richmond Hill can eliminate barriers. Our feedback and unique experiences have been considered in the development of this Plan.

The Plan builds on the previous accessibility plan's achievements and outlines how we will continue to meet the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. Richmond Hill is fortunate to benefit from contributions of residents of all abilities; our community is strengthened when everyone is included. It's our privilege to continue working with Council and staff to identify barriers, change attitudes and create more awareness about the importance of accessibility.

## **Committee Members:**

Lilian Hulme-Smith (Chair)

George Tannous (Vice Chair)

Regional and Local Councillor

Marion Menezes

Vito Spatafora

Marisol Pestana

Jenny Clement

Manfred Segall

Rosanna Giannasca

Simon Waldman

# Introduction – What is an Accessible Richmond Hill?

Under the *Accessibility for Ontarians with Disabilities Act (AODA)*, all Ontario municipalities are required to develop multi-year accessibility plans to make Ontario accessible by 2025.

Richmond Hill's first Multi-Year Accessibility Plan covered the period of 2013-2017. At the end of 2017, Richmond Hill met the first plan's deliverables. The new Multi-Year Accessibility Plan details the Town's progress and reaffirms its commitment to identifying, preventing and removing barriers for persons with disabilities.

## **An accessible Richmond Hill means...**

- residents and customers with disabilities receive quality goods and services in a timely manner and in a way that preserves their independence and integrity;
- people with disabilities are able to participate in Richmond Hill's programs;
- greater accessibility of our facilities and public spaces;
- information and communication supports are available in accessible formats to residents and staff; and
- exercising accessible employment practices, so that employees can fully participate.

The MYAP is based on best practices and input from Richmond Hill employees and the Accessibility Advisory Committee, and is planned around the Integrated Standards and general AODA requirements.

## **The Integrated Standards are:**

- Customer service
- Information and communications
- Employment
- Transportation
- Design of public spaces

## **The general AODA requirements are:**

- Procurement and purchasing
- Staff, volunteer and third-party training



# Accessibility Legislation and Timelines – Progress So Far

Richmond Hill has made significant progress towards meeting the AODA requirements and standards. Since 2010, all compliance timelines have been met, as outlined in the Integrated Accessibility Standards Regulation, and all of the commitments Richmond Hill made in its original Accessibility Plan were achieved. The Town's journey to accessibility is ongoing and every effort will be made to continue preventing and removing barriers.

**2010**

- **Provide accessible customer service**
- **Develop, provide and track accessible customer service training for staff**
- **Keep a record of staff training**
- **Welcome service animals and support persons**

**2011 -  
2012**

- **Provide accessible taxi services**
- **Provide taxi information in accessible formats**
- **Provide accessible emergency information for staff and customers upon request**
- **Provide notice of service disruptions**

**2013**

- **Develop accessibility policies and multi-year plan**
- **Incorporate accessibility considerations into procurement, including self-serve kiosks**

# Accessibility Legislation and Timelines – Progress So Far

**2014**

- Develop, deliver and track accessibility laws training to staff
- Provide accessible feedback processes
- Make public websites accessible
- Review employment practices and ensure they are accessible

**2015**

- Offer alternative formats and communication supports upon request
- Review and revise accessibility policies and procedures when and where appropriate

**2016**

- Make new and/or redeveloped public spaces accessible



# Accessibility Planning Supports Richmond Hill's Strategic Plan

In April 2009, Council approved Richmond Hill's Strategic Plan – *A Plan for People, A Plan for Change*. The Strategic Plan is an important and influential document for Richmond Hill, because it establishes a long-term vision for what Richmond Hill is to become in the next 25 years.

One of the four goals in the Strategic Plan is to achieve **stronger connections in Richmond Hill**. Supporting this goal are several outcomes and strategies that support accessibility for persons with disabilities. One outcome is to plan for a connected community. The strategy is to develop a shared understanding of the issues, opportunities and barriers facing the people who live and work here, engaging with residents to discuss the issues, and responding by adapting programs and services. Another outcome is to create opportunities for people to connect and get involved. Accessibility-related strategies for this outcome include removing barriers to effective participation in the community; improving access to local information and services; and strengthening physical connections by improving the accessibility of our facilities and public spaces.

Richmond Hill's accessibility planning is also guided by the AODA requirements that support the Town's direction and long-term strategies to make it more accessible and inclusive. Along with the Strategic Plan and Multi-Year Accessibility Plan, our accessibility strategic goals and priorities are outlined in the following:

- **Annual Accessibility Status Reports**
- **Strategic Plan Annual Reports**
- **Strategic Plan Implementation Plans**
- **Performance Indicators Report**
- **Accessibility Policy**
- **Accessible Customer Service Procedures**

**Accessibility will continue to be a part of Richmond Hill's strategic direction moving forward. Reports on the progress in achieving the Strategic Plan vision and goals in the Strategic Plan Annual Reports will continue to be shared.**



# Going Beyond the AODA

Richmond Hill has gone above and beyond the AODA standards where possible. Some of the accessible programs and services are among best practices and pursue the highest standard in accessibility.



## Accessible Services and Programs

Richmond Hill is proud to offer a wide range of programs and services that serve residents of all abilities, from seniors' programs to children's integration programming. These programs demonstrate the Town's commitment to achieving the highest level of customer service.

## Accessible Recreation, Integration Services and Adults 55+ Programs

Richmond Hill offers recreational programming, swimming opportunities and fitness equipment for people of all abilities. Adapted and integrated programs are also available to provide participants of all abilities with an equal opportunity within their chosen program.

The adapted programs are developed specifically for participants with disabilities and are great opportunities for them to make new friends, enhance their social skills, and have fun. Support can be arranged externally or Richmond Hill can assist with integration counsellors to provide one-on-one support. Richmond Hill also provides various programs for seniors and adults

55 years of age and older, including more than 40 weekly drop-in programs at its community centres, along with opportunities to volunteer and reduced fees for dances, outings, workshops and other special activities.

Adapted fitness equipment is also available, such as an Armbike, Uppertone machine and MotoMed. Fitness staff are also trained on how to make exercise more accessible.



# Going Beyond the AODA

## Providing Accessible Customer Service

Richmond Hill is committed to providing customer service in an accessible manner. Access Richmond Hill is the first point of contact for residents and uses assistive technology to assist staff with residents' varying communications needs like UbiDuo – a two-way communication device that enables people with hearing disabilities to speak with staff in person.

Even the office furnishings are designed and installed with accessibility in mind. In 2017, all of the front counters in Access Richmond Hill were redesigned to improve accessibility, including a dedicated accessible station in clear view of customers and in close proximity to the front entrance. Accessible design was also incorporated in the office workspace, with clear design lines and larger open areas.







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MOBILITY ACCESSIBILITY  
FOUNDATION  
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### **Collaborating with Organizations to Improve Accessibility**

Richmond Hill regularly consults and engages with organizations that advocate on behalf of persons with disabilities. For example, the Accessibility Advisory Committee (AAC) provides guidance for how policies, programs, services, facilities and public spaces can be improved for accessibility. These strategies to identify, prevent, and remove barriers are reported through the Annual Status Report and Multi-Year Accessibility Plan.

The partnership with the Richmond Hill Mobility Accessibility Foundation (RH Mobility) demonstrates Richmond Hill's commitment to achieving a barrier-free community. The Disabled Parking Reserve collects fines from drivers who are caught parking illegally in accessible parking spaces. These funds are directed to RH Mobility, which provides subsidized fitness memberships, financial aid for assistive devices, and other programs to residents with disabilities.

# Going Beyond the AODA



## Richmond Hill's Innovative and Accessible Public Spaces

Richmond Hill's public spaces are known for being accessible and having many accessible design features. Many parks were accessible for visitors of all abilities even before the introduction of the AODA. Accessibility is top priority when designing new parks and staff are continuously maintaining and upgrading these spaces so they're even more accessible for the community.



## Crosby Park

Crosby Park is Richmond Hill's first fully accessible park. The playground area is one of the largest inclusive playground structures in Ontario. Its features include:

- Gently sloping ramps with railings (there are no steps in this park)
- Rubberized play surfaces
- Accessible swing seats
- An elevated sandbox
- Slides, including a double-width slide to accommodate a child and caregiver
- A Sensory Garden with a variety of annuals, herbs, perennials and grasses
- Accessible board game tables
- Way-finding signage
- Extra-wide, gently sloping trails

## Lake Wilcox Park

Lake Wilcox Park was designed according to AODA requirements and includes a waterfront promenade, splash pad, playground, washrooms, parking lot and seating and picnic areas. Construction is underway for an accessible youth area, skate park, fitness equipment, and seating.



## Accessibility Staff Training is Mandatory

New Richmond Hill employees must complete training on the AODA requirements, the Ontario Human Rights Code, and how to provide accessible customer service. Training is monitored on a regular basis and new staff is asked to confirm that training has been completed.

Training and reference guides are also available for all staff on AODA best practices and how to create accessible Word, PDF, PowerPoint and Excel documents.

## We Provide Clear and Accessible Information to Residents

In addition to using assistive technology, Richmond Hill provides an option to notify customers with disabilities in case of an emergency. During a service interruption, staff strive to ensure notice is posted as soon as possible and in an accessible way. All of this information can be provided in an alternative format upon request.



# Going Beyond the AODA



## **Richmond Hill Demonstrates Accessible Recruitment and Employment Practices**

Richmond Hill is committed to inclusive, barrier-free recruitment and selection processes. Job postings encourage candidates to advise Richmond Hill if they require an accommodation during the recruitment process. During employment, a wide range of employee supports, individual accommodation plans for employees with disabilities, and return to work processes to ensure proper integration are available to staff.

Richmond Hill provides many different employee workshops focused on mental and physical health and well-being. For example, workshops on work/life balance, filing WSIB claims and return to work programs, how to manage and live well with stress, and mental health awareness and prevention for supervisors and managers. Worksite fitness programs are also offered for all staff and free fitness memberships to all of Richmond Hill's fitness and recreation facilities.





## Providing Accessible and Inclusive Arts and Cultural Programs

Richmond Hill welcomes residents of all abilities to enjoy the variety of shows, events and activities offered. To help remove financial barriers, a Community Services Fee Assistance Program is available that provides a \$75 annual credit to eligible residents for Recreation and Culture programs or services.

The Town strives to ensure programs and services benefit everyone. One best practice in this area is implementing a Recreation and Culture Diversity Program and Service Framework. This provides a lens for staff to develop and deliver programs and services to the community, ensuring that diverse and underrepresented groups in Richmond Hill are provided access to recreation and culture opportunities, programs and

services. The target populations identified in the framework include: Indigenous peoples, newcomers, women, persons of low income, persons with disabilities, culturally diverse residents and LGBTQ residents.

Throughout the past few years, Richmond Hill has provided several grants to organizations that support and provide services to persons with disabilities; for example, a grant to Autism Ontario York Region to support their programs. The Town have also provided a grant to Home on the Hill Supportive Housing to support their cooking and art therapy programs and a grant to ImprovAbility! to support their creative improvisation programs. Richmond Hill hopes to continue to support organizations that advance the well-being of people of all abilities.

# Richmond Hill's Multi-Year Accessibility Plan – 2018-2022 Initiatives

**The new Multi-Year Accessibility Plan includes both new and ongoing initiatives that will further Richmond Hill's goal to identify, remove and prevent barriers to accessibility.**

## Achieving Accessible Customer Service

The Accessible Customer Service Standard requires Richmond Hill to provide accessible public services for persons with disabilities. Richmond Hill's accessibility-related policies and procedures must support this requirement.

## Outcome

Richmond Hill met its deliverables in the 2013-2017 Accessibility Plan that aim to provide accessible customer service. Residents will continue to receive quality customer service in a timely manner that respects their independence and dignity, supported by effective policies and procedures that promote accessible customer service.

Planned Initiatives	Planned Actions	Lead Department	Timeframe
<b>Accessible Customer Service Procedures</b>	Review procedures to identify areas of improvement, ensure alignment with changes in legislation and other corporate policies.	Corporate and Financial Services (Office of the Clerk)	Ongoing
<b>AODA/Accessible Customer Service Training</b>	Continue to provide AODA/accessible customer service training.  Monitor completion of staff training and ensure current and new staff completes training.	Corporate and Financial Services (Office of the Clerk and Human Resources)	Ongoing

Planned Initiatives	Planned Actions	Lead Department	Timeframe
	Review current training method/content and identify areas of improvement.		
<b>Service Animals and Support Persons</b>	Continue to permit service animals and support persons according to legislation, Richmond Hill's Accessibility Policy, and Accessible Customer Service procedures.	All departments	Ongoing
<b>Provision of Services</b>	<p>Monitor the impact of Access Richmond Hill front counter redesign on providing services to persons with disabilities.</p> <p>Engage customer service staff to identify common barriers to accessible customer service, seek input on potential solutions to prevent and remove barriers.</p>	Office of the CAO (Access Richmond Hill)	2020 - 2021
<b>Integration Services</b>	<p>Continue to provide specialized recreational programming, swimming opportunities and fitness equipment for people of all abilities.</p> <p>Seek new opportunities to enhance programming.</p> <p>Increase staff resources to improve integration services.</p>	Community Services (Recreation and Culture Services)	2018 - 2022

# Richmond Hill's Multi-Year Accessibility Plan – 2018-2022 Initiatives

Planned Initiatives	Planned Actions	Lead Department	Timeframe
<b>Accessible Library Borrowing Services</b>	<p>Continue partnership with Centre for Equitable Library Access (CELA) to provide books and accessible resources.</p> <p>Continue borrowing services for students who are visually impaired.</p> <p>Continue access to the CELA collection for residents with reading disabilities.</p> <p>Continue Richmond Hill Public Library (RHPL) homebound visits program.</p>	Richmond Hill Public Library	Ongoing





## Providing Clear and Accessible Information

The Information and Communications Standard requires Richmond Hill to communicate and provide information to residents and staff in ways that are accessible to people with disabilities.

## Outcome

Richmond Hill staff will work continuously to provide accessible information and content. Richmond Hill staff will continue to have the tools and resources to develop information and communications in accessible formats.

Planned Initiatives	Planned Actions	Lead Department	Timeframe
<b>Accessible RichmondHill.ca</b>	Continue WCAG 2.0 Level AA compliance. Remove and replace inaccessible content where possible.	All departments	Ongoing
<b>Accessible Agendas, Meeting Materials and Forms</b>	Ensure agendas, meeting materials, forms and other documents available to the public are accessible.	All departments	Ongoing
<b>Accessible Documents Training</b>	Continue to provide accessible Word, PowerPoint and Excel documents.  Explore opportunities to develop accessible PDF document training.	Corporate and Financial Services (Human Resources and Office of the Clerk)	Ongoing
<b>Feedback</b>	Continue to offer multiple feedback options, such as contacting Access Richmond Hill or Office of the Clerk in various ways, providing general feedback on the website, or completing the Accessible Customer Service Feedback Form on the website.	Office of the CAO (Access Richmond Hill)  Corporate and Financial Services (Office of the Clerk)	Ongoing

# Richmond Hill's Multi-Year Accessibility Plan – 2018-2022 Initiatives

Planned Initiatives	Planned Actions	Lead Department	Timeframe
<b>Accessibility Resources</b>	Update accessibility resources for staff.	Corporate and Financial Services (Office of the Clerk)	Ongoing
<b>Corporate Templates</b>	Review corporate templates and ensure they are accessible.  Identify how accessible fonts can be incorporated into Microsoft Word in accordance with Richmond Hill's Styles Guides.	Office of the CAO (Communication Services)	2018 - 2019
<b>Notices</b>	Continue to provide notices of service disruptions as soon as possible and through various channels as appropriate.	Environment and Infrastructure Services (Facility Design, Construction and Maintenance Services)	Ongoing



## Continuing Accessible Employment Practices

The Employment Standard sets out accessibility requirements that Richmond Hill must follow to support the recruitment and accommodation of employees.

## Outcome

Everyone who works here will be able to participate fully and meaningfully as Richmond Hill employees. This includes preparing individualized accommodation plans and making employment practices and workplaces more accessible for new and existing employees with disabilities.

Planned Initiatives	Planned Actions	Lead Department	Timeframe
<b>Employee Strategy – Inclusion of part time staff</b>	During recruitment, candidates for part time positions will be treated equally as other full-time staff that are not part of the bargaining unit, within the hiring process.	Corporate and Financial Services (Human Resources)	2018 - 2019
<b>Employee Accommodation Plans</b>	Continue to offer individual employee accommodation plans.	Corporate and Financial Services (Human Resources)	Ongoing
<b>Individualized Emergency Response Information</b>	Continue to collect individualized emergency response information for new employees.	Corporate and Financial Services (Human Resources)	Ongoing
<b>Employee Mental Health and Wellness Programs</b>	Continue to offer work site fitness and employee wellness programs.  Provide more workshops on work/ life balance, how to manage and live well with stress, and mental health awareness and prevention.	Corporate and Financial Services (Human Resources)	Ongoing
<b>Accommodation in Recruitment</b>	Continue to provide opportunities for accommodation during the recruitment process.	Corporate and Financial Services (Human Resources)	Ongoing
<b>Onboarding Process</b>	Renew the onboarding process for new employees by providing more accessibility resources and updated accessibility policies and procedures.	Corporate and Financial Services (Human Resources /Office of the Clerk)	2019 - 2020

# Richmond Hill's Multi-Year Accessibility Plan – 2018-2022 Initiatives

## Enhancing Accessibility of Public Spaces

The Design of Public Spaces Standard requires Richmond Hill to ensure that newly constructed or significantly renovated public spaces are accessible.

## Outcome

Better accessibility in Richmond Hill facilities and public spaces, including accessibility retrofits where possible during renovations.

Planned Initiatives	Planned Actions	Lead Department	Timeframe
<b>Westview Parkette Revitalization Project</b>	<p>This Parkette will be constructed in 2018 and its accessible design features will include:</p> <ul style="list-style-type: none"> <li>• Wide main walkways</li> <li>• No stairs or steep gradients for wheelchair access</li> <li>• Benches with concrete pad extensions to allow wheelchairs beside them</li> <li>• Accessible interpretive signage</li> <li>• Accessible playground equipment and play surface</li> <li>• Wheelchair ramp to the play surface to make swing set accessible</li> <li>• Natural materials, such as logs, ledge-rocks and boulder clusters, to ensure children of all abilities can play together, and enjoy the same experience</li> </ul>	Environment and Infrastructure Services	2018 - 2019





Planned Initiatives	Planned Actions	Lead Department	Timeframe
<b>Kings College Park Revitalization</b>	This will include playground equipment improvements that incorporate accessibility requirements and guidelines, in addition to compliance with the AODA and the Canadian Standards Association (CSA), Annex H Guideline.	Environment and Infrastructure Services	2019 - 2020
<b>Bradstock Park Revitalization</b>	Planning is underway to replace and upgrade facilities to be more accessible. The new design for the park will add a host of upgraded play equipment, including: <ul style="list-style-type: none"> <li>• Accessible climbers and slides</li> <li>• Sand play equipment and spinners</li> <li>• Plenty of built-in seating and a picnic area</li> <li>• Fitness station with a circuit training hub complete with equipment</li> </ul>	Environment and Infrastructure Services	2018 - 2019
<b>David Hamilton Park Revitalization</b>	The modernized park will include new play areas, a splash pad, multi-use courts, new walkways, seating, and lighting and sports facility upgrades.	Environment and Infrastructure Services	2018 - 2019
<b>Ed Sackfield Arena Expansion</b>	The expansion and accessibility of this facility will improve with six barrier-free player change rooms, two change rooms for referees/coaches and accessible washrooms.	Environment and Infrastructure Services	2018 - 2019
<b>Lake Wilcox Youth Area and Boardwalk</b>	Currently under construction, when completed it will include beach a skateboard park, volleyball courts, adventure play equipment, two multi-use court spaces, fitness equipment, Wi-Fi, seating, and many more exciting features.	Environment and Infrastructure Services	2018 - 2019

# Richmond Hill's Multi-Year Accessibility Plan – 2018-2022 Initiatives

Planned Initiatives	Planned Actions	Lead Department	Timeframe
<b>David Dunlap Observatory Park</b>	Plans are underway to make this a working park, and later undergo significant developments. Various passive and active recreational activities will be provided. Restoration of heritage buildings to make them safe and accessible is planned.	Environment and Infrastructure Services	2018 - 2028
<b>Briggs Parkette</b>	We're planning a new park on Briggs Avenue and Genuine Lane. We are currently in the planning stage with construction proposed for 2019, pending budget approval. Opportunity to review and comment on the proposed design will be provided.	Environment and Infrastructure Services	2018 - 2021
<b>Lake to Lake Cycling Route and Walking Trail</b>	This is a 121km recreation and commuter trail that will connect Lake Simcoe to Lake Ontario. In Richmond Hill, the fully-realized Lake to Lake Route will span 18km, running north-south from Bloomington Road to Highway 7.	Environment and Infrastructure Services	2018 - 2019 (Phase 1)
<b>TransRichmond Trail Gamble Glen Connection</b>	A new trail connection between TransRichmond Trail and Gamble Glen Crescent is in the design stage.	Environment and Infrastructure Services	2018 - 2020
<b>Direzze to Oxford Trail Connection</b>	We're planning a new trail connection between Oxford Street and Direzze Court. We are currently in the design stage with construction proposed for 2019, pending budget approval.	Environment and Infrastructure Services	2018 - 2021

Planned Initiatives	Planned Actions	Lead Department	Timeframe
<b>Oak Ridges Library</b>	<p>A 19,000-square foot library is currently under construction that includes many accessibility features, including:</p> <ul style="list-style-type: none"> <li>• Universal washrooms</li> <li>• Barrier-free male and female washrooms</li> <li>• All ramps leading into the building with a gradient of 1:15</li> <li>• Minimum corridor width is 1500 mm</li> <li>• Automatic door operators</li> <li>• Accessible ramps</li> <li>• Accessible and van accessible parking</li> <li>• Accessible exterior paths of travel</li> <li>• Clear and open interior routes</li> </ul>	<p>Environment and Infrastructure Services</p> <p>Richmond Hill Public Library</p>	2018 - 2019
<b>Internal Accessibility Assessment</b>	Investigate opportunities for ongoing accessibility assessments of all Richmond Hill facilities.	<p>Corporate and Financial Services (Office of the Clerk)</p> <p>Environment and Infrastructure Services</p>	2018 - 2021
<b>Civic Precinct Project</b>	This Town-owned land at the southwest corner of Yonge Street and Major Mackenzie Drive will be turned into an all-season community space with new Municipal Offices, an expanded Central Library and public gathering areas for the community.	<p>Environment and Infrastructure Services</p> <p>Office of the CAO</p>	2018 - 2026

# Richmond Hill's Multi-Year Accessibility Plan – 2018-2022 Initiatives

## Inclusive Procurement Practices

Under the Integrated Accessibility Standard Regulation, Richmond Hill is required to incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.

## Outcome

Procurement that considers persons with disabilities at all stages of the procurement process to help ensure that Richmond Hill's goods, services and facilities are accessible.

Planned Initiatives	Planned Actions	Lead Department	Timeframe
<b>Procurement forms</b>	Review procurement forms that vendors complete and incorporate accessibility considerations.	Corporate & Financial Services (Financial Services)	2018 - 2020







## General Accessibility Initiatives

Under the Integrated Accessibility Standards Regulation, there are general requirements, such as including persons with disabilities on Council committees. The table below demonstrates how Richmond Hill will continue to meet the mandated requirements and other initiatives to improve accessibility in the Town.

## Outcome

Richmond Hill will continue to meet and, where possible, exceed the AODA requirements.

Planned Initiatives	Planned Actions	Lead Department	Timeframe
<b>Review accessibility policies and procedures</b>	Review Richmond Hill's Accessibility Policy and revise in line with legislative changes.	Corporate and Financial Services (Office of the Clerk)	2019 - 2021

# Richmond Hill's Multi-Year Accessibility Plan – 2018-2022 Initiatives

Planned Initiatives	Planned Actions	Lead Department	Timeframe
<b>Inclusion of persons with disabilities on Richmond Hill committees</b>	<p>Encourage more persons with disabilities or their representatives to serve on Richmond Hill committees.</p> <p>Consider ways to strengthen Richmond Hill's relationship with the Accessibility Advisory Committee.</p>	Corporate and Financial Services (Office of the Clerk)	2018 - 2022
<b>2018 and 2022 Municipal Elections</b>	<p>Develop an elections accessibility plan that outlines strategies to identify, prevent and remove barriers that affect electors and candidates with disabilities.</p> <p>Develop an accessibility report that outlines how we identified, prevented, and removed barriers during the elections.</p>	Corporate and Financial Services (Office of the Clerk)	2018 - 2022
<b>National Access Awareness Week</b>	<p>Explore opportunities to partner with accessibility organizations to raise awareness of accessibility issues and recognize accessibility accomplishments in Richmond Hill.</p>	<p>Corporate and Financial Services (Office of the Clerk)</p> <p>Accessibility Advisory Committee</p>	2019 - 2022

**RICHMOND HILL**  
**VOTES**  
**October 22, 2018**

# Conclusion

Richmond Hill is committed to identifying, preventing and removing accessibility barriers and will monitor and report on the progress and results while working to achieve the goals detailed in this Multi-Year Accessibility Plan (2018-2022).

Status reports will be developed annually and shared with residents and Richmond Hill employees. Previous status reports can be found on [RichmondHill.ca/Accessibility](https://richmondhill.ca/Accessibility).

Richmond Hill's compliance reports will also be submitted to the Accessibility Directorate of Ontario.

Richmond Hill will aim to become a more accessible employer and service provider.





## Contact Us

For general inquiries or to request an alternate format of this document, please contact the Office of the Clerk.

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