2018 Status Report for the Richmond Hill Multi-Year Accessibility Plan

January to December 2018

Moving Toward an Accessible Richmond Hill

An update on actions by Richmond Hill to prevent and remove barriers for persons with disabilities from the 2018-2022 Richmond Hill Multi-Year Accessibility Plan

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2018 Status Report of the Richmond Hill Accessibility Plan

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Message from the Mayor

Thank you for picking up a copy of Richmond Hill's 2018 Accessibility Status Report!

This report outlines the tremendous amount of work that went into fostering an inclusive community in Richmond Hill. I am proud to say that the City achieved all of the deliverables committed to in the 2018-2022 Multi-Year Accessibility Plan. Thanks to staff's hard work, we continued AODA training for new and current staff, provided an accessible website, accessible parks for residents to enjoy, and many more achievements. You will find more information about these accessibility initiatives and many others in this report.

Community matters. That is why Richmond Hill is committed to identifying and removing barriers, and to providing accessible programs and services so that residents and visitors of all abilities can enjoy every facet of life Richmond Hill has to offer without restriction.

2014 to 2018 Accessibility Advisory Committee

Richmond Hill is dedicated to ensuring that our community is accessible in all areas of service provided to the public.

The 2014 to 2018 Accessibility Advisory Committee serves to advise Council and staff on the requirements and implementation of the Accessibility for Ontarians with Disabilities Act (AODA.) They meet throughout the year to discuss issues related to the AODA and to review the following:

- Site plans for new and existing municipal buildings;
- Plans for new and renovated parks and trails;
- Significant renovations in municipal buildings;
- Plans for accessible municipal elections;
- Accessibility policies and procedures including those required by the standards made under the AODA;
- Any other work related to accessibility and or the Accessibility for Ontarians with Disabilities Act.

Richmond Hill is grateful for their commitment, time and expertise: There are 10 members on the 2014 to 2018 Accessibility Advisory Committee as listed below:

- Lilian Hulme-Smith, Chair;

- George Tannous, Vice Chair;
- Regional and Local Councillor Vito Spatafora;
- Jenny Clement;
- Rosanna Giannasca;
- Marion Menezes;
- Marisol Pestana;
- Simon Waldman;
- Lena Sampogna, Staff; and
- Daniel Ruberto, Staff

Background and Legislation

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) has established the Integrated Accessibility Standards, which contain requirements for Customer Service, Information and Communications, Employment, Transportation and the Design of Public Spaces. The five standards under the AODA are explained and listed below:

- **Customer Service Standard** - provide accessible customer service to people with disabilities so that they can access the same goods and services as everyone else;
- **Information and Communication Standards** – create, provide and receive information in ways that are accessible for people with disabilities;
- **Employment Standard** – employers provide accessibility support to employees across all stages of the employment life cycle;
- **Transportation Standard** – transportation providers will make their services and vehicles accessible to people with disabilities;
- **Public Spaces Standard** – newly constructed and redeveloped public spaces must be designed to meet specific accessible design criteria. Public spaces include; recreational trails, beach access routes, outdoor public use eating areas, outdoor play spaces, exterior paths of travel, accessible parking and service related elements and then the maintenance of the public spaces.

Under the *Ontario Human Rights Code*, Richmond Hill has ongoing obligations to ensure that as an organization, we prevent discrimination. We incorporate the Accessibility for Ontarians with Disabilities Act (AODA) but also recognize that additional accommodation measures that go beyond the AODA may be required under the Ontario Human Rights Code.

Richmond Hill's Implementation of AODA

Richmond Hill is committed to ensuring we meet all deliverables required under the Accessibility for Ontarians with Disabilities Act (AODA). In order to ensure that we continue to comply with accessibility requirements, we created a new five-year accessibility plan. We continue to update policies, practices and procedures, and ensure that staff follows specific requirements so that everyone remains committed to incorporating accessibility into all areas of service provided to the public.

We are beginning the first year of the 2018-2022 Richmond Hill Multi-Year Accessibility Plan. The plan shows many activities and initiatives that Richmond Hill's departments are going to implement in order to meet the legislated requirements of the AODA and provide programs and services that are more accessible to our community. Our success is shown in having completed all of our deliverables planned for in 2018.

Update on 2018 Accessibility Initiatives

Richmond Hill continues to undertake and complete a number of initiatives in our ongoing strategy to prevent and remove barriers for persons with disabilities that live, work and travel in Richmond Hill. Below is a list of initiatives that Richmond Hill complied with. For each initiative we will show the following:

Deliverable

What we are legislated to do under the AODA and what we committed to in our Multi-Year Accessibility Plan (2018-2022).

Status Update

What we accomplished in 2018, as indicated in this report.

Multi-Year Accessibility Plan

The 2018-2022 Multi-Year Accessibility Plan has new and ongoing deliverables that must be met and are listed below, along with the status update.

Deliverable

Richmond Hill is mandated to establish, implement, maintain and document a multi-year accessibility plan, which is reviewed and updated at least once every five years. We are also required to prepare an annual status report on the measures and steps taken to implement the plan.

Status Update - Multi-Year Accessibility Plan

The 2018-2022 Multi-Year Accessibility Plan is an outline of Richmond Hill's strategy to prevent and remove barriers and meet the requirements under the Accessibility for Ontarians with Disabilities Act (AODA), including our obligations under each standard; Customer Service, Information and Communications, Employment, Transportation and Public Spaces.

Richmond Hill has met all of the deliverables for 2018 that were outlined in the 2018-2022 Multi-Year Accessibility Plan. Our staff's commitment to accessibility is reflected in the many accomplishments achieved in 2018.

This is the first year of the new plan that we are reporting on, as per the requirements of the AODA to provide an Annual Status Report. The progress of the initiatives committed to, and any additional removal of barriers and improved access for people with disabilities is shown throughout this report.

Inclusion of Persons with Disabilities on City Committees

Listed is the deliverable and status update for the inclusion of people with disabilities on City Committees.

Deliverable

In order to include persons with disabilities on City committees, we plan to encourage persons with disabilities or representatives of persons with disabilities to become citizen members of committees of Council.

Status Update - Inclusion on City Committees

We strive to ensure that at least 50% of the Accessibility Advisory Committee (AAC) members are people with disabilities. Other AAC members usually support people with disabilities and are extremely familiar with barriers that persons with disabilities face. The AAC provides valuable input on accessible design and development for newly constructed and renovated facilities. They also advise Council and staff on the AODA requirements.

During the 2014 to 2018 Term of Council, at least 50% of the Accessibility Advisory Committee were persons with disabilities. Recruitment for the 2019-2022 Accessibility Advisory Committee was completed in early 2019. At least 50% of the new committee's members are persons with disabilities. The City will continue to ensure that people with disabilities and the AAC as a whole plays an integral role in identifying barriers to accessibility.

In addition to the AAC, we will continue to encourage people with disabilities to join other committees as well.

Accessibility Policies

Listed below, is the deliverable and status update for accessibility policies.

Deliverable

Develop and maintain policies as to how the City will achieve accessibility through meeting the requirements of the Accessibility for Ontarians with Disabilities Act (AODA.) The policies will cover each of the standards: Customer Service, Information and Communications, Employment, Transportation and Public Spaces. Other procedures related to each of the standards should be developed, reviewed and revised as required.

Status Update - Accessibility Policies

Richmond Hill has an Accessibility Policy covering each of the standards. The policy outlines how we will meet our obligations under the AODA with specific procedures explaining the process that staff will follow. The City also has Accessible Customer Service Procedures that outlines the detailed processes and accommodations pursuant to the Accessible Customer Service Standards. A copy of the Accessibility Policy and Accessible Customer Service Procedures is provided to staff as part of their orientation process. The policy and procedures are continually reviewed and changes are communicated to staff.

Accessible Procurement

Listed are the deliverable and status updates for accessible procurement.

Deliverable

Develop processes to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. This includes accessibility features when designing, procuring or acquiring self-service kiosks. When purchasing goods, services or facilities, organizations must incorporate accessibility considerations.

Status Update - Accessible Procurement

Richmond Hill incorporated accessibility considerations and guidelines in all procurement matters, where possible. The City's Accessibility Policy states that "when procuring goods, services, self-service kiosks or facilities, the City shall incorporate accessibility criteria and features, unless it is not feasible (practicable). If not practicable, the City shall provide an explanation, upon request."

The Procurement Department continued to implement several initiatives that continued to incorporate accessibility considerations in procurement, such as:

- An online electronic bidding system (bidsandtenders.ca), which is AODA-compliant and removes physical barriers for persons with disabilities that participate in procurement activities.

- Implementing the City's Procurement and Financial Control By-Laws, which were made AODA-compliant.

- When AODA requirements were identified as a requirement for award of any contract, Procurement worked with the Client Division to ensure these requirements were met by the selected vendor.

The City continued to mandate accessibility training for all employees, agents, and volunteers providing goods and services on behalf of the City. Vendors must provide proof of training completion upon request.

We also continued to follow Ontario's **accessibility rules for procurement** when coordinating the procurement of goods and services.

AODA and Accessible Customer Service Training

Listed is the deliverable and status update for accessibility training.

Deliverable

Develop, deliver and coordinate mandatory accessibility training applicable to all employees, volunteers and those that make decisions on behalf of the City.

Status Update - Accessibility Training

Richmond Hill continued to provide training to all full time and part time employees on the Customer Service Standard and the Integrated Accessibility Standards Regulation.
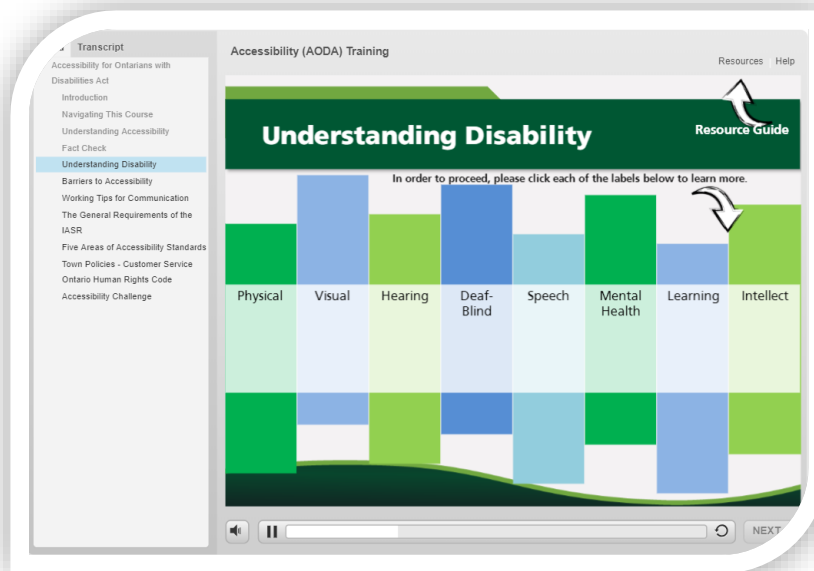
The training is interactive and engaging and covers:

- Understanding disabilities;
- Barriers to accessibility;
- Working tips for communication;
- General requirements of accessibility standards;
- Richmond Hill's accessibility policies and procedures;
- Ontario Human Rights Code; and
- Accessibility Challenges.

Upon completion of the training, a certificate is produced as proof of training, as per the legislated requirements to maintain records of training. For new staff, the above training is part of their orientation.

Accessible Feedback Process

Listed are the deliverable and status updates for the accessible feedback process.

Deliverable

Richmond Hill's feedback process shall be provided in an accessible manner.

Status Updates - Accessible Feedback Process

For a person with a disability it is important that a way to provide feedback is available and that there are various ways to do so. Richmond Hill provides a number ways to provide feedback: emailing, calling, visiting in person, or faxing. Alternatively, they may wish to choose our online process through the "contact us" page or the "feedback" tab.
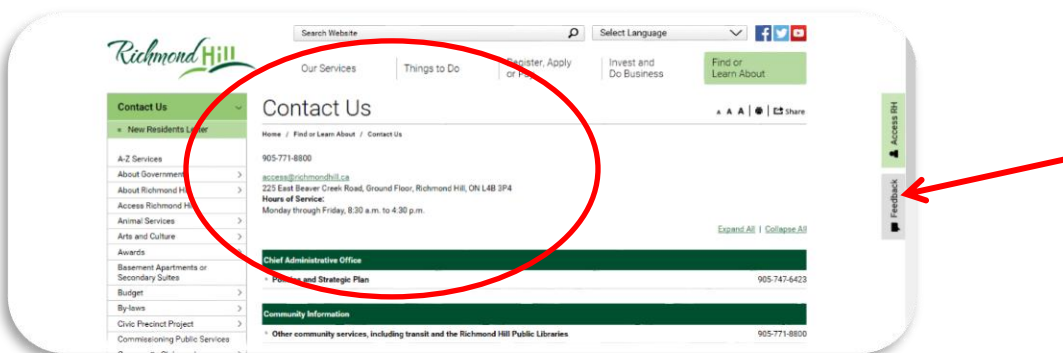
Additionally, residents may complete and submit the Accessible Customer Service Feedback Form located on Richmond Hill's website, which will assist in monitoring and improving our services.

Alternative Formats and Communication Supports

Listed are the deliverables and status updates for alternative formats and communication supports.

Deliverables

Provide or arrange for accessible formats and communication supports when requested. Review relevant policies, continue to reinforce accessibility training and develop guidelines so that we are ensuring we are able to provide alternative formats and communication supports.

Status Updates - Accessible Formats and Communication Supports

Richmond Hill has policies, procedures and guidelines that staff follow so that they ensure the public is being provided with accessible formats and communication supports upon request.

An example of an alternative communication support is providing UbiDuo to customers with disabilities. Access Richmond Hill Advisors continue to provide access to an UbiDuo communication device that enables Deaf, deafened and hard of hearing individuals to communicate with each other face to face. There is also one workstation that has been designed to serve persons with disabilities.

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Alternative formats to documents are provided in a timely manner and at a cost no more than the regular cost charged to others. Although requests can vary, an example of an alternative format is a document in large print. Over the last three years, we have been providing training to staff on how to provide accessible formats and communication supports. Training on accessible documents continues to be provided to staff.

The following initiatives continued to be offered to staff in 2018:

- Human Resources Division delivered workshops on how to develop accessible Word, Excel, and PDF documents.
- Communications Division hosted Web Design workshops that reviewed best practices for uploading accessible materials to the website.
- The Office of the Clerk developed new accessible corporate templates such as agendas, minutes, staff reports, memos, letter, by-laws, policies and procedures.
- The Office of the Clerk provided and coordinated training on eScribe, an accessible agenda/meeting management program for staff and Council.

Staff continued to follow guidelines that the City developed in 2016, which are:
- How to Write for the Web Style Guide
- AODA Web Accessibility Toolkit
- Accessibility Document Guide

Emergency Procedures, Plans or Public Safety Information

Listed are the deliverable and status updates for emergency procedures, plans or public safety information.

Deliverable

Organizations must provide its emergency procedures, plans or public safety information that it makes available to the public in an accessible format upon request.

Status Updates - Emergency Procedures, Plans or Public Safety Information

The City had numerous documents and pieces of information that needed to be considered under this section as per the Accessibility for Ontarians with Disabilities Act.

The City ensured that they provide any emergency procedure, plan or public safety information in an accessible format, upon request. Emergency information was easily accessed through the City's website. Despite being upon request, the City has proactively produced select documents in accessible formats, including information on how to make an emergency kit and the Emergency Preparedness Guide.

72 Hour Emergency Kit

Home / Our Services / Fire and Emergency Services / 72 Hour Emergency Kit

Emergencies can happen at any time. Knowing what to do and being prepared with a 72-hour emergency kit, will help you better manage the situation and put you in a position to recover more quickly.

Why do I need an emergency kit?

In the event of a disaster, relief workers and local officials cannot get to everyone right away. Having a 72-hour emergency kit will help sustain you and your family until help arrives.

How do I make an emergency kit?

Prepare an emergency kit for each member of your family, which includes:

- Enough food and water for three days
- One complete change of clothes
- A first aid kit
- Tools, such as a flashlight and batteries, a can opener, a radio and matches
- Bedding, such as a sleeping bag
- Personal care items, including soap, toothbrush and toothpaste, toilet paper and a towel
- Items to take care of an infant (if needed), including diapers, baby food and extra clothes
- Recreational items

When a customer or resident with a disability visits the municipal offices to access the City's services, a pager to "Notify of an Emergency" is available at Access Richmond Hill's front desk for any person with a hearing impairment that requires to be informed of an emergency while on the premises.

Richmond Hill's Public Fire and Life Safety Education Program

Richmond Hill's Public Fire and Life Safety Education program helps to protect our community by teaching residents about fire and injury prevention and other safety and emergency topics. There are two full-time Fire and Life Safety Educators to help all residents learn how to make a safe community.

There are a number of programs, presentations and brochures available:

- Arson Prevention Program for Children;
- Juvenile Fire-Setter Intervention;
- Arson Prevention Program for Elementary Schools;
- Fire Safety Program for Elementary School Children;
- Safety for Seniors Program;
- Smoke and Carbone Monoxide Alarm Program;
- Fire Prevention Program
- Emergency Preparedness Awareness Sessions
- Fire Extinguisher Training;
- High Rise Buildings - Fire Safety Presentations;
- Hospital and Long Term Care Facility Services;
- RiskWatch Injury Prevention Program; and
- Workplace Safety Programs.

Accessible Website and Web Content

Listed are the deliverable and status updates for accessible websites and web content.

Deliverable

In accordance with the Information and Communications Standard, the City must ensure its website is accessible. Website accessibility includes further enhancements, improvements and ensuring compliance with WCAG, 2.0, Level A initially and working towards Level AA.

Status Update - Accessible Website and Web Content

Richmond Hill launched its new accessible website in October 2016. In 2016, the website was compliant with WCAG 2.0, Level A and we worked towards achieving Level AA. In 2017, we were pleased to report compliance with a higher standard, WCAG 2.0 Level AA. This was accomplished before the legislated deadline of 2021 and was a significant accomplishment for Richmond Hill. Richmond Hill's website continues to be compliant with WCAG 2.0 Level AA.

Some accessibility features of our website include:

- Accessible HTML content: accessible fonts and headings are used throughout content, as well as alternative text on photos, images and links;
- Distinguishable content: there are minimum standards for contrast with the ability to resize text;
- Predictable Web Pages: all pages have consistent top and left navigation and the contact information is consistently presented at the bottom of pages;
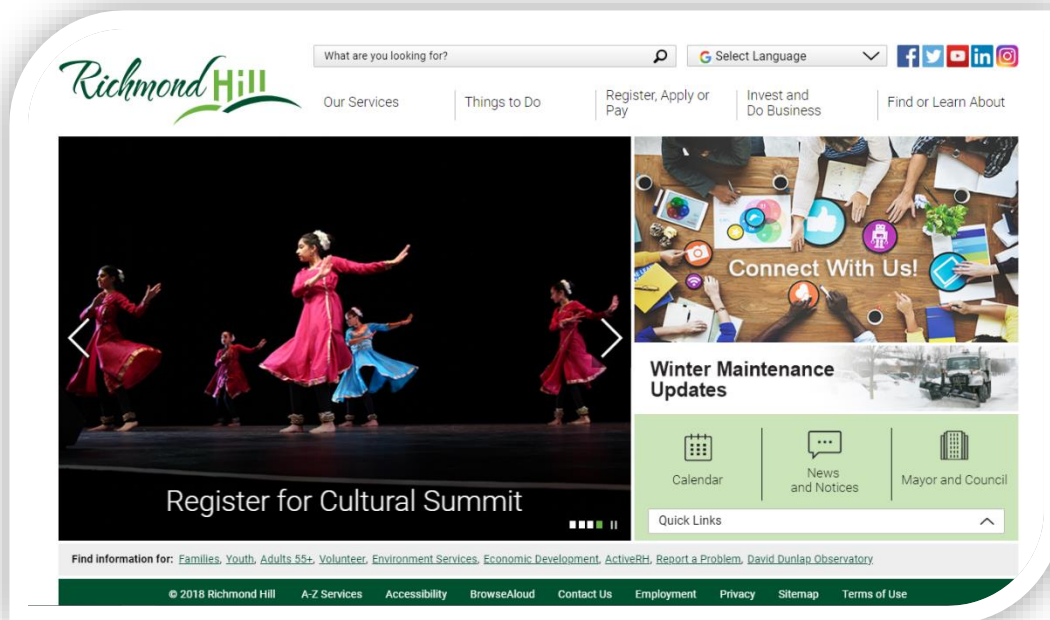
In 2016, all PDF documents on the website created after January 1, 2012 were made accessible in compliance with the Information & Communications Standard. PDF documents on the website continued to be remediated and made accessible upon request from the public and staff.

Where possible, the City aims to make new content accessible before posting to our website. The Communication Advisors and/or the Web and Social Media Coordinator have processes in place to review all content for accessibility before it is published on the new website.

BrowseAloud

The City's website, including Richmond Hill Public Library's website, includes BrowseAloud, a high-quality speech reader to assist when browsing the web. It helps those with dyslexia, literacy difficulties, mild visual impairments and those for who English is a second language.

York Maps

York Maps web application complies with WCAG 2.0 Level AA and meets international standards for accessibility. It enables full keyboard control, is screen reader friendly, and contains other features to make mapping technology more accessible to the largest possible audience, regardless of their level of ability.

eScribe Meeting Management Software

In 2017, the City implemented eScribe software to manage materials for its Council and committee meetings. City staff does its best to ensure agendas and meeting materials uploaded to eScribe and shared with the public are accessible. Additionally, eScribe

meets the WCAG 2.0 Level AA standard and is accessible to persons with disabilities. eScribe continued to be used for Council and committee meetings in 2018.

Public Library Services

Listed are the deliverables and status updates for public library services.

Deliverables

Provide access to existing accessible materials. Make information about accessible materials publicly available known and upon request provide this information in accessible formats with appropriate communication supports.

Status Update – Richmond Hill Public Library Services

Public libraries have a desire and a legal responsibility to provide accessible Library services to everyone in their communities, which includes:

- a robust selection of books and information resources produced in accessible formats; and
- training opportunities for Library staff in the provision of accessible services.

Richmond Hill Public Library (RHPL) has four facilities, including Central Library, Oak Ridges Library, Richmond Green Library and Richvale Library. All buildings are physically accessible with wheelchair ramps and elevators where required. Entrances are equipped with automatic doors and parking spots are available for those with accessible parking permits.

Collections

The Library offers a number of various accessible formats of printed materials, including Large Print, Braille, audio and electronic. There is also a Visiting Library Service available for those that are homebound.

To assist with the borrowing of materials, the Library offers self-check units that can be adjusted in height for customers' needs. Accessible kiosks as information/way-finding aids were introduced at all sites.

Website

Available on the Library website, RHPL provides BrowseAloud, a high-quality speech reader to assist those with dyslexia, literacy difficulties, mild visual impairments and where English is a second language when browsing the web.

The Library also offers the free digital app MagnusCards that uses pictures and text to provide step-by-step instructions in using Library services for those with cognitive special needs, including autism.
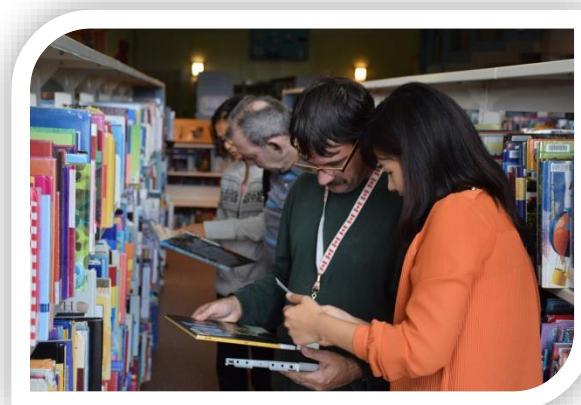
In 2018, the Library launched a redesigned website, which is accessible in accordance with the specifications of the Web Content Accessible Guidelines (WCAG) and the AODA Information and Communications Standard.
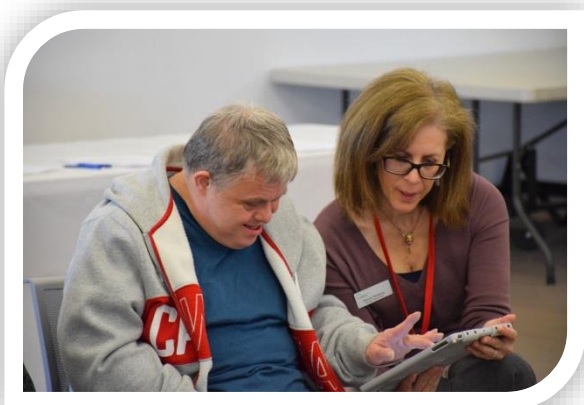
Programs

A number of programs are also offered for those with disabilities, including the Adult Friendship Club, the Friendship Colouring Club and the Vision Loss Book Club.

Staff Training

All Library staff has received customer service and information/communication and employment standards training in compliance with the *Accessibility for Ontarians Disability Act* for the provision of accessible services.

In 2018, Library staff also received training on creating accessible documents. These accessible documents facilitate inclusiveness and enhance access to Library services and resources in a way that respects the independence of all customers, including those with disabilities.

Adaptive Technology

Central Library has two accessible workstations that offer adjustable tables, joystick-style mouse, zoom text, large keyboard, SARA Reading (scans and reads books), smart view CCTV Unit (enlarges text), accessible software programs including Job Access With Speech (JAWS) and BrowseAloud, and a Victor Reader (portable digital book player).

In addition, Central has an accessible workstation complete with large keyboard, joystick and software (ex. zoom text and JAWS) to allow for work to be completed by patrons who require such services.
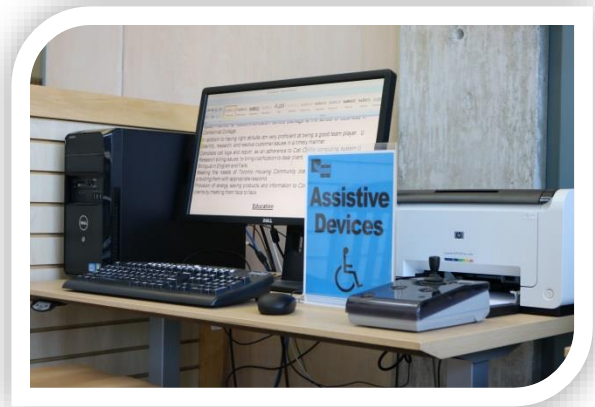
The other accessible station has a SARA reader and SmartView Synergy CCTV unit and is on a table that can be raised and lowered. The SARA station can scan and read a book to an individual in one of 18 languages, and patrons have the ability to change the reading speed and volume. The SmartView Synergy CCTV is designed for people with macular degeneration, diabetic retinopathy or other low vision eye conditions as it can enlarge the text.

Richmond Green Library has an assistive technology station. It includes a Big Keys keyboard, a SARA CE reader and document scanner, a Smartview Synergy Pi document magnifier, Dragon Speak speech recognition software, JAWS screen reader software, and Zoom Text (a screen magnifier for computer systems.)

Coming Soon - New Oak Ridges Library

Coming soon is the new Oak Ridges Library!

A 19,000 square foot library is currently under construction that includes many accessibility features. Presentations were made to the Accessibility Advisory Committee to review the schematic design of the Oak Ridges Library for compliance with new accessibility amendments to the Ontario Building Code, the Design of Public Spaces Standard and overall accessibility. The incorporated accessibility features include the following 10 items:

- Universal washrooms
- Barrier-free washrooms in both male and female washrooms
- Accessible employee washroom
- All ramps leading into the building are 1:15
- Minimum corridor width is 1500 mm
- Door operators are used for majority of exterior doors
- Accessible ramp to lowered sunken children's area
- Accessible and van accessible parking with shared access aisle
- Accessible exterior paths of travel
- Clear and open interior routes

In Partnership with Centre for Equitable Library Access (CELA)

Richmond Hill Public Library has also partnered with the Center for Equitable Library Access (CELA). In Ontario, the Centre provides books and other accessible resources in French and English and offers a borrowing service to schools for students who have a print disability. Access to the CELA collection is available to people who are unable to read conventional print due to a disability. The Centre provides public libraries with a collection of over 230,000 books, magazines, newspapers and described videos in a choice of formats for people with a print disability, including:

Current bestsellers, award-winners and classics

- Fiction, non-fiction, self-help, business and more

- Books for kids, teens and adults

- Books in audio, braille or accessible e-book formats

- Download books or receive home delivery by mail

Information on the availability of the accessibility services are posted on the Library's **website** under Accessibility Services.

Accessible Employment Initiatives

Listed are the deliverables and status updates for accessible employment initiatives.

Deliverable:

Revise existing policy and work processes, where required, to ensure accessibility accommodations are provided to employees across all stages of the employment life cycle.

Status Updates - Accessible Employment Initiatives

When employers create workplaces that are accessible, it allows employees to reach their full potential.

Richmond Hill continued to follow its employment accommodation procedures and processes. Once an individual disclosed that they have a disability, the Employment Accommodation Procedures were followed and implemented ensuring all efforts were made to support employees in need of accommodation. An Individual Accommodation Plan was created with participation from the employee and HR staff.

Accessible formats and communication supports to perform job duties were provided and workplace emergency response information gathered to accommodate employees during an emergency, if applicable. During Performance Management, Career Development and Advancement, an individual's accessibility needs were considered. We continued to implement a Return to Work process to assist in fulfilling any accommodations in the workplace. There was an opportunity for employees to provide feedback if an individual did not feel their need for accommodation was addressed.

Richmond Hill offered many mental health and wellness programs for staff, such as workshops on work/life balance, stress management, and mental health first aid. Worksite fitness programs and free fitness membership to Richmond Hill's fitness facilities were offered to all staff.

All Job Postings included a statement that says "The City of Richmond Hill is committed to inclusive, barrier-free recruitment and selection processes. If contacted to anticipate in the recruitment and selection process, please advise HR if you require an accommodation." Accommodation continued to be provided upon request.

The onboarding process educated new staff on our accessibility policies and procedures, including the Employee Accommodation Procedures. In 2018, the onboarding process was updated to include a Hiring Managers Resource Guide and a "buddy" program to support new employees.

Accessible Built Environment Initiatives

Listed below, are the deliverables and status updates for built environment initiatives.

Deliverables:

The Public Spaces Standard requires organizations to incorporate accessibility features when constructing new or undergoing major renovations to public spaces as of January 1, 2016, and to maintain those spaces. Accessible public spaces include specific features that make it easier for everyone to use public spaces; people with disabilities, seniors and families.

There are seven areas covered under the Public Spaces Standard:

1. Recreational trails and beach access routes;
2. Outdoor public use eating areas;
3. Outdoor play spaces;
4. Exterior paths of travel;
5. Accessible parking;
6. Service counters and waiting areas;
7. Obtaining services; and
8. Maintenance.

Status Updates - Built Environment Initiatives

Richmond Hill has been very proactive in designing and implementing accessibility into the design of outdoor public spaces. The City began implementing barrier-free design and access into its parks and publicly accessible urban spaces much before the introduction of the AODA and Design of Public Spaces Standard. The City's parks continue to comply with the AODA and are among best practices in accessible public spaces. Our outdoor public spaces were also maintained so that the accessibility elements we incorporated remained safe and usable for everyone.

Some of the accessibility features of trails, parks, and play spaces include:

- Way finding signage;
- Gently sloped ramps with railings;
- Accessible swing seats;
- Rubberized play surfaces;
- Elevated sandboxes;
- Double width slides that can accommodate a child and caregiver;
- Rest areas for parents and caregivers;
- Accessible seating and eating areas;
- Sensory gardens with a variety of annuals, herbs, perennials and grasses;
- Accessible board game tables;
- Special drum tables; and
- Many more inclusive elements.

Accessibility Features in New Trails, Parks and Play Spaces

Several new parks were designed and built in 2018. Construction also began on some parks projects in 2018. Many of the improvements include new and redesigned accessibility features.

Lake Wilcox Park and New Youth Area

New features were completed in 2016 and 2017 and include a waterfront promenade, splash pad, playground, washrooms, parking lot, accessible seating and picnic areas. Design for those new features began 2016 and completed in 2017.

Construction for the shoreline of Lake Wilcox and a new youth area continued in 2018. The new youth area will be located at the south end of Lake Wilcox Park and will include four beach volleyball courts, skate park, adventure play equipment area, two multi-use court spaces for basketball, ball hockey, and futsal soccer, fitness equipment, Wi-Fi access, seating and many more exciting features.

Bradstock Park – Design Complete and Construction Initiated

Design was completed in 2017 and construction began in May 2018. The new design for the park will add a host of upgraded play equipment including a disc swing, accessible climbers and slides, sand play equipment, spinners, plenty of built-in seating and a picnic area. A fitness station with a circuit training hub complete with equipment as well as a mirrored kaleidoscope passage will also be featured in the park.
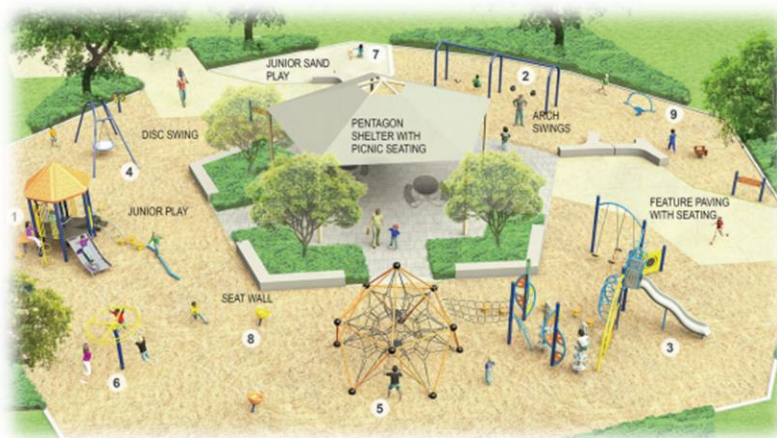
Briggs Parkette – Design Underway

Plans were completed for the development of Briggs Parkette located on Briggs Avenue and Genuine Lane. The proposed design includes junior & senior playground

equipment, seating opportunities, lighting and planting. The design stage was completed in 2018 with construction proposed for 2019. A public open house was held on June 28, 2018 to review and comment on the proposed design.

David Hamilton Park

Construction for redeveloping David Hamilton Park continued in 2018. The modernized park will include new play areas, a splash pad, multi-use courts, new walkways, seating, lighting and sports facility upgrades. The new playgrounds have been designed to meet the Canadian Standards Association (CSA), Annex H Guideline.

Kings College Park Revitalization Project

Plans began for the redevelopment of King's College Park. The new design features the replacement and updating of the playground area, two basketball courts, a new central walkway, outdoor pickle ball courts, a walking loop around the park, no-mow and wildflower meadows, tree plantings, shade structures, and seed shaped thematic elements. The new playground features Junior and Senior play structures, swings, and spring toys and has been designed to meet the Canadian Standards Association (CSA) Annex H Guideline.

Jefferson Salamander Park

The design for this new park was inspired by the life cycle of the endangered Jefferson Salamander (Ambystoma jeffersonianum) from egg to embryo to aquatic larva to terrestrial adult. Follow the salamander's life cycle by starting at the "vernal pool" playground and journey along the walkway to the "forest" playground. The construction

was completed in 2018. The park includes a natural playground with a basket swing, seesaw, spinners, climbers and slides, a shade structure with picnic tables, seating, bike racks, pedestrian lighting and planting.

Ritter Park Playground Replacement

Design was completed for the playground replacement at Ritter Park in 2018. The new playground features Junior and Senior play structures, swings, and spring toys and has been designed to meet the Canadian Standards Association (CSA) Annex H Guideline. The existing sand safety surface will be replaced with an accessible safety surface. Construction is scheduled for 2019.

Trails

In 2018, one new trail and several upgrades to trails were completed. The trails followed the accessibility requirements as per the Public Spaces Standard. The Parks Design and Construction Department continued to ensure new trails incorporated proper slopes and ramps, and considered the location and design of rest areas, passing areas, viewing areas, amenities on the trail and any other accessibility features. The trails are listed below:

Lake to Lake Cycling Route and Walking Trail

The Lake to Lake Cycling Route and Walking Trail will be a 121 km recreational and commuter trail connecting Lake Simcoe to Lake Ontario. In Richmond Hill, the fully realized Lake to Lake route will span 18 kilometres, running north-south from Bloomington Road to Highway 7. A 2.26km multi-use pathway was recently constructed in the west boulevard of Leslie Street from Highway 7 to the Beaver Greenway Trail north of 16th Avenue. As of 2018, approximately 7 kilometres of the route in Richmond Hill has been completed.
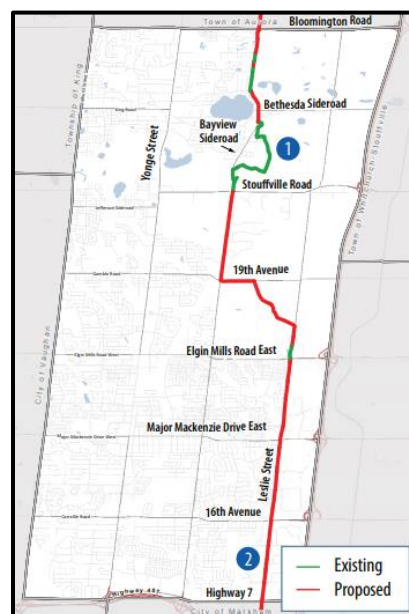
Trans Richmond Trail – Gamble Glen Walkway Connection

The Trans Richmond Trail – Gamble Glen Walkway Connection completed in 2018 is a new trail that will serve as an extension of the existing Trans Richmond Trail located south of Gamble Road and runs from Bathurst Street to Yonge Street. The trail extension runs north of the existing Trans Richmond Trail to provide a pedestrian connection to Gable Glen Crescent. The trail includes asphalt and mulch pathways, elevated boardwalks with metal decking to accommodate snowplows, planting, armourstone seating, and trail/wayfinding signage.

City Facilities and Building Requirements

Although the AODA and Design of Public Spaces Standard contain accessibility requirements for service counters and waiting areas, it does not cover public and private sector buildings. The Ontario Building Code regulates barrier-free requirements and accessible design for new and significantly renovated buildings.

In 2015, the Building Code was amended to enhance accessibility requirements. The City's Planning and Regulatory Services Department continued to incorporate the Ontario Building Code and Public Spaces Standard into their building permit requirements.

Similarly, the City's Facility Design, Construction & Maintenance Services ensured that our offices and facilities continued to comply with the Ontario Building Code. We regularly implemented improvements to accessibility in our facilities, such as expanding the Ed Sackfield Arena.

Ed Sackfield Arena – Construction Continued

Construction for the Ed Sackfield Arena expansion continued in 2018. The expansion will include an NHL-size arena with viewer capacity for 350 people. The accessibility of this facility will improve with six barrier-free player change rooms, two change rooms for referees/coaches, and accessible washrooms. All residents will also be able to enjoy a 180-metre indoor walking track.

Going Beyond the AODA

Below are Richmond Hill's initiatives that exceed the requirements and scope of the AODA.

Providing Inclusion Services in Recreation

Richmond Hill was proud to offer a wide range of programs and services that serve residents of all abilities, from seniors' programs to children's integration programming in 2018. These programs demonstrated the City's commitment to achieving the highest level of customer service.

In 2018, the Recreation Division's Inclusion Services Section changed the name from "Integration" to "Inclusion," which is a more accurate representation on the services that are offered. Inclusion Services expanded the amount of adapted programming offered to residents including a sensory program and through a partnership with Special Olympics Ontario, offered programs that focus on fundamental movement skills and physical literacy for participants with disabilities aged 2-12 years. Special Olympics also trained a number of Richmond Hill's Inclusion Staff on adapting activity programming and sports for participants with disabilities.

Due to a high demand, Inclusion Services enhanced the number of Inclusion staff for summer camp, resulting in more children with disabilities being accommodated with 1:1 counsellors. Furthermore, Inclusion Services collaborated with the Recreation Teen section and their Leadership in Training Camp to provide an opportunity for their participants to shadow an Inclusion Staff for their program placement.

Inclusion Services ran multiple events in 2018, including a youth "Try Me" Wheelchair Basketball event for Youth Week, summer camp training for the Richmond Hill leadership staff focusing on inclusion, empathy and team building through various wheelchair sports, and participating in the Children's Treatment Network Richmond Hill Inclusive Halloween event. All these events were in partnership with organizations including Children's Treatment Network and Ontario Wheelchair Sports Association.

Lastly, Richmond Hill hosted Inclusive Santa Photos for children with disabilities and their families as participating in typical Santa Photos at malls can be extremely challenging due to the sensory needs of these individuals. All events were very popular and families were very appreciative and asked for them to take place again next year.

By-law Enforcement and the Disability Parking Reserve

The By-law and Licensing Enforcement Services Division continued to enforce accessible parking. In 2018, Council approved a $50,000 grant for the Richmond Hill Mobility Accessibility Foundation, which was funded from the Disabled Parking Reserve. This funding supports mobility initiatives in Richmond Hill, including recreation programs and assistive devices. With grant funding from Richmond Hill, the Foundation has been able to improve accessibility within Richmond Hill, its facilities and programs, and helps individuals increase the quality of their daily lives.

As part of the Administrative Monetary Penalty System (AMPS), online screen reviews were initiated in 2018. People wishing to contest a parking ticket can do so from home and no longer need to visit the Main Municipal Offices in-person.

In 2018, the online purchase of dog licenses became available. Residents can purchase a dog license from home and no longer need to visit a City facility or partner veterinary/pet store locations.

Conclusion

Richmond Hill is committed to ensuring that Richmond Hill's programs and services are fully accessible to everyone. We had a very productive year and we feel proud to share our accomplishments for 2018. Our staff and new Accessibility Advisory Committee will continue to build an inclusive community by identifying barriers and incorporating accessible practices into our goods and services provided to the public.

Feedback

We welcome your feedback. Please let us know if you have any questions about the 2018 Status Report and any accessibility matters in general. Previous Status Reports and Accessibility Plans are available online at **richmondhill.ca/accessibility.**

If you require this document in an alternative format, please feel free to contact us.

Contact Us

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