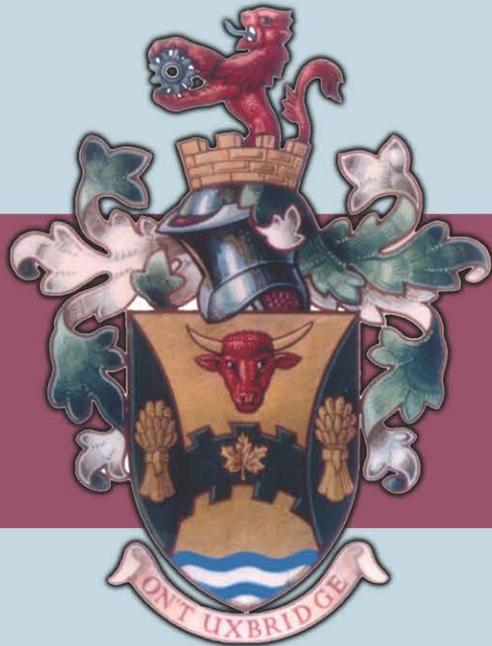


The Corporation of the  
**Township of Uxbridge**  
2013-2018 Multi-Year Accessibility Plan



December 2012

Submitted to:  
Mayor and Members of Council  
Township of Uxbridge



*The Township of Uxbridge is dedicated to promoting, enhancing and creating, where possible, a barrier-free environment for all persons, regardless of needs, to participate as fully as possible in all aspects of community life.*

Township of Uxbridge documents are available in alternate formats upon request. Please fill out the Accessibility Request for Alternate Formats Form at [www.town.uxbridge.on.ca](http://www.town.uxbridge.on.ca) or contact the Accessibility Coordinator at 905-852-9181 ext. 209 or at [accessibility@town.uxbridge.on.ca](mailto:accessibility@town.uxbridge.on.ca).

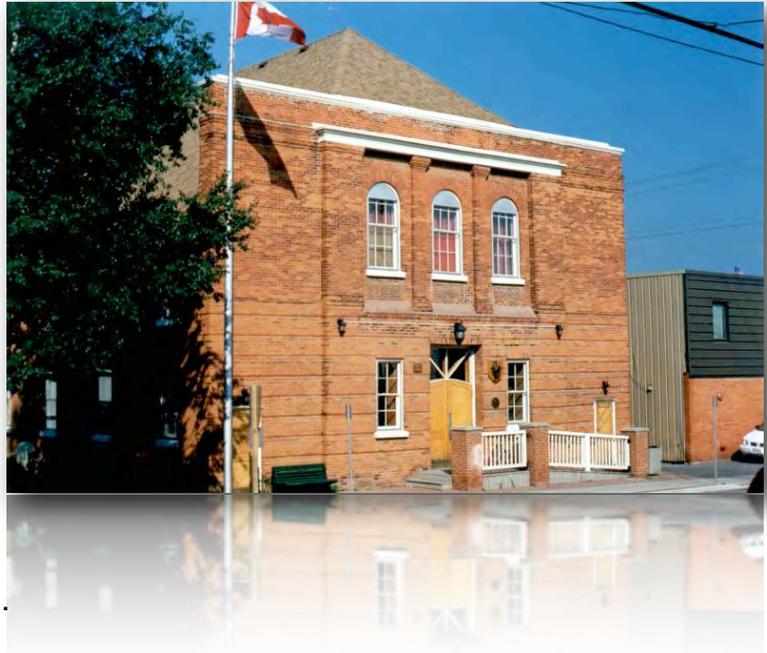
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## Executive Summary

The need to improve accessibility is becoming more pronounced in Ontario as the population ages and the labour force shrinks. According to the Ministry of Community and Social Services, approximately 1.85 million people or 15.5% of people in Ontario have some type of disability; that is 1 in every 7 Ontarians. By 2036, that number will rise to 1 in 5 as the population ages. In the next 20 years, the aging population and people with disabilities will represent 40% of the total income in Ontario, that's \$536 billion dollars (Ontario Population Projections 2008-2036, Fall 2009 Ministry of Finance Report).



A University of Toronto study further concluded that disability tends to increase with age, with the highest incidence of occurrence among individuals forty-five years of age and older. It is important to note the dramatically increasing aging population in the Township of Uxbridge, as older people have higher tendencies to experience declining functional abilities. Accordingly, the 2011 Census revealed that 10,045 people, or 48.7% of the population of the Township of Uxbridge are forty-five years of age or older. This statistic provides the impetus for removing and preventing barriers in the Township of Uxbridge to allow for holistic accessibility and inclusion.

The 2013-2018 Township of Uxbridge Multi-Year Accessibility Plan was prepared in order to meet the obligations of the Ontarians with Disabilities Act, 2001 (ODA) and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The 2013-2018 Township of Uxbridge Multi-Year Accessibility Plan reviews earlier efforts to remove and prevent barriers to people with disabilities and identifies the measures to be undertaken in the coming years to increase accessibility and inclusion in the Township. The 2013-2018 Township of Uxbridge Multi-Year Accessibility Plan also describes how the Township of Uxbridge will make the Multi-Year Accessibility Plan available to the public, provide opportunity for feedback and strive towards a holistically accessible and inclusive Township.

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## Description of the Township of Uxbridge

The Township of Uxbridge is located in Central Ontario and is one of eight lower tier municipalities forming part of the Regional Municipality of Durham. It was formed in 1974 through the amalgamation of the Townships of Scott and Uxbridge together with the Town of Uxbridge. The municipality sits, in large part, on the Oak Ridges Moraine bordered on the north and west by the Region of York, on the east by the Townships of Brock and Scugog and on the south by the Town of Pickering. The Township provides for a wide range of lifestyle opportunities and has become a thriving community that is a popular location for persons who commute to nearby Oshawa, Whitby and Toronto. There is also a great deal of prime agricultural land in the Township.

According to the 2011 Census, the Township of Uxbridge has a population of approximately 20,625 persons and is projected to increase to approximately 22,200 by 2021. Currently, approximately 55% of the Township population is located within the Uxbridge Urban Area and that concentration is expected to increase to only 56% by 2021.



The Township of Uxbridge features natural attractions and outdoor recreational attractions which consist of the Uxbridge trails system and includes the Durham Forests, the Trans Canada Trail system, the Oak Ridges Moraine Trail system and the Toronto Region Conservation Authority trail system, Uxbridge has now been branded as the Trail Capital of Canada. The trails and their contributory businesses offer hiking, geo-coaching, trail riding, mountain biking, snowshoeing, cross-country skiing, snowboarding, snowmobiling, skating, camping, hiking, golfing and fishing. The Township also offers a number of seasonal outdoor recreational activities throughout the year, including multiple outdoor ice rinks and a twin pad arena coupled with top-end outdoor sports fields including soccer and baseball fields. Additional recreational facilities include the Uxpool and curling rink which are host to a plethora of multi-day swim meets and bonspiels. The Township is also installing a large waterpark splash pad and state of the art skate park.

Historical and Cultural attractions include the Thomas Foster Memorial, The Leaksdale Manse and Church, the Uxbridge Historical Centre, the York Durham Heritage Railway, the Uxbridge Music Hall, the Quaker Meeting House and multiple additional heritage landmarks within the Township.

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## **A Message from the Township of Uxbridge Accessibility Advisory Committee**

The 2010-2014 Township of Uxbridge Accessibility Advisory Committee is proud to continue the work of the 2006-2010 Township of Uxbridge Accessibility Advisory Committee working towards a holistically accessible and inclusive Township of Uxbridge. The Accessibility Advisory Committee is proud to acknowledge the valuable contributions made by the Township in efforts to overcome barriers and improve accessibility within the Township of Uxbridge.

The commitment of the Corporation of the Township of Uxbridge to provide a holistically accessible and inclusive community to all residents and visitors of the Township is certainly an objective worth striving for and the Accessibility Advisory Committee is proud to play a part in this commitment.

Over the past several years, the cooperation between the Council of the Township of Uxbridge, Township Staff and the Accessibility Advisory Committee has demonstrated a commitment to accessibility and inclusion and has permitted the Township to make great strides towards achieving an accessible and inclusive community. The Council and Staff of the Township of Uxbridge have championed several initiatives originated by the Accessibility Advisory Committee pertaining to the development of the Township as a holistically accessible and inclusive community and the Accessibility Advisory Committee would like to thank the Township of Uxbridge Council and Staff for their unprecedented cooperation in these matters.

In the next five years we look forward to working with residents, businesses, Council and staff on the realization of the objectives in the 2013-2018 Multi-Year Accessibility Plan and the realization of the Township of Uxbridge being holistically accessible and inclusive.

The Township of Uxbridge Accessibility Advisory Committee certainly invites community comments, participation and commitment to assisting all of us in achieving a holistically accessible and inclusive community.

Sincerely,

The Township of Uxbridge Accessibility Advisory Committee

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## Governing Legislation

There are two pieces of broad legislation in Ontario that speak to accessibility for individuals with disabilities as well as impact directly on the Township. The Ontarians with Disabilities Act, 2001 (ODA) directs that municipalities with more than 10,000 residents appoint Accessibility Advisory Committees as well as create and make public an annual accessibility plan. More recently, the Province passed the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) which also includes the development of mandatory accessibility standards that will identify, remove and prevent barriers for people with disabilities in key areas of daily living. Enforceable requirements will ensure the removal of these barriers in both the public and private sectors with the aim of a fully-accessible province by 2025. These accessibility standards include:

- **Accessible Customer Service Standard**  
This standard ensures that goods and services are provided in a manner that takes into account persons with disabilities. Requirements include policy development and extensive training thereof for all employees who deal directly or indirectly with the public. The training is key in assuring accessible customer service is provided by the Township.

The Township has been in compliance with this legislation since its inception in January 2010 and continues to train and retrain employees in accordance with the legislation. Township Accessible Customer Service Policies and Procedures are available on the Township website: [www.town.uxbridge.on.ca](http://www.town.uxbridge.on.ca)

- **Integrated Accessibility Standard**  
Areas of information and communication, employment and transportation often contain barriers for persons with disabilities. The Accessibility Directorate determined that these three key areas will be combined and the accessibility requirements identified in a single regulation. Compliance deadlines vary according to the type of organization and the particular component of each individual requirement, i.e. Communications & Information, Transportation or Employment.

Appendix 'A', attached hereto demonstrates the Township's proactive compliance with this legislation.

- **Built Environment Standard**  
This standard will ensure the removal of barriers within buildings as well as outdoor spaces for people with disabilities. The final Built Environment Standard has been submitted to the Minister of Community and Social Services for consideration to become law. Compliance requirements have not been confirmed at the time of this report.

Appendix 'B', attached hereto demonstrates the Township's proactive compliance with this legislation and other proposed upcoming accessibility initiatives.

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## Commitment to Accessibility Planning

The Council of the Township of Uxbridge is committed to:

- The continual improvement, over time, of access to all municipal facilities, programs and services for those with disabilities, while having regard for the financial constraints faced by the municipality.
- The concept of universal design which makes the environment more user friendly for everyone.
- The provision of quality Township services to all members of the community.
- The continued support of the Uxbridge Accessibility Advisory Committee.
- Accountability and availability of the plan and public nature of accessibility meetings
- Accessibility training
- Incorporating accessibility into the daily functions of all employees

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

Please refer to Appendix 'A' attached hereto to review the Township's current achievements in accessibility and inclusion.

Please refer to Appendix 'B' attached hereto to review the Townships' future priority initiatives to improve accessibility and inclusion.



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## The Uxbridge Accessibility Advisory Committee (2010-2014)

The Township of Uxbridge Accessibility Advisory Committee consists of up to 10 members appointed by Council for the term of Council. Each voting member of the Committee is an independent representative to the Committee and does not represent the concerns of only one disability or group. The members of this Committee work together for the purpose of developing a common approach to enabling accessibility and inclusion within the Township of Uxbridge.

Members:	Hilary Balmer Bonnie Blackstock – Community Living Durham North Jan Grisdale – Precious Minds Support Services Lorrie Houston – Community Care Durham-Uxbridge
Chairperson	Maggie McCreath
Vice-Chairperson	Vikki Turner

Council Representative: Jack Ballinger, Regional Councillor

Staff Liaison: Paul Shipway, Deputy Clerk

The Uxbridge Accessibility Advisory Committee's key responsibilities are defined by the ODA, together with the AODA, as:

- Identifying barriers
- Providing Council and Staff with recommendations for remediation of barriers
- Providing recommendations to the Township concerning public education with respect to municipal accessibility

The Accessibility Advisory Committee is responsible for the provision of advice to Council on specific initiatives to be undertaken by the Township. This consultation assists with the prevention, identification and removal of barriers that restrict people with disabilities from participating in Township programs or accessing services, and facilities.

The Accessibility Advisory Committee meets on a quarterly basis and meetings are open to the public. During meetings, updates are provided to the Accessibility Advisory Committee which may include presentations or discussions led by staff or an external organization regarding accessibility related matters.

To join the Township of Uxbridge Accessibility Advisory Committee please contact:

Paul Shipway, Deputy Clerk  
[pshipway@town.uxbridge.on.ca](mailto:pshipway@town.uxbridge.on.ca)  
(905) 852-9181 ext 209.

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## Holistic Accessibility, Inclusion & You

Recognizing that the Township of Uxbridge, organizations, businesses, and community agencies (including businesses and organizations that provide services, supplies or products, to, or on behalf of the Township of Uxbridge) set the tone for the community, the Township will do the following and encourage other organizations to do the same:

- ensure that this policy is widely communicated and that all employees, and others to whom the policy applies, understand its intent;
- ensure that existing policies and practices, including employment policies, are built upon non-discriminatory bases such as merit; that future policies and practices meet the objectives of this policy; and that revisions are communicated to the entire organization;
- review current practices to ensure that every person is treated without discrimination and to eliminate barriers in accessing goods and services;
- seek opportunities to involve people of diverse backgrounds in the design, use and evaluation of goods and services;
- provide training and involve staff and volunteers in activities designed to promote an awareness, acceptance, and celebration of accessibility and inclusion;
- establish mechanisms to ensure that discrimination and harassment are not encouraged or tolerated;
- monitor organizational compliance with this policy; and lead by example.



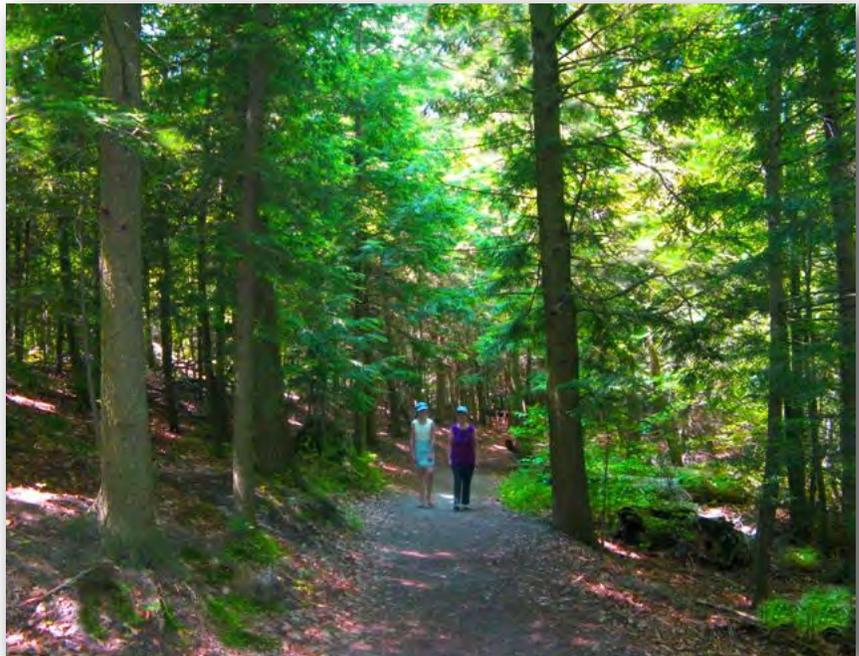
### What can you do?

- recognize that social change begins with individual change; you can, as a resident or visitor of the Township of Uxbridge initiate change;
- evaluate your own actions and preconceived biases and ideas about accessibility and inclusion;
- educate yourself, volunteer your time and participate in activities which will broaden your experience with accessibility and inclusion;
- encourage and support the development of programs and projects that promote holistic accessibility and inclusion;
- advocate for both the elimination of barriers and discrimination and the celebration of accessibility and diversity within your own workplace and community;
- challenge barriers and discrimination when you experience them or become aware of their existence.

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## Importance of Accessibility & Inclusion?

- When we encourage the full and active participation of every person, we are drawing on the diverse life experiences and points of view of our fellow citizens, which leads to innovative solutions;
- When we promote the Township of Uxbridge as a diverse Township that is welcoming of all people, the Township is more competitive in the economic marketplace and more attractive as a destination for visitors and new residents;
- When we respect, value, and nurture accessibility and inclusion as an exciting and integral part of our collective experience and identity, we can strengthen and create a safe, healthy, and vibrant community;
- In order to enjoy the benefits of a holistically accessible and inclusive community, we need to address barriers that impede equal participation, work toward the elimination of bias, prejudice and discrimination
- (which can be intentional, unintentional or systemic).



## Responsibility

Every resident, organization, institution, agency, government and individual has an opportunity to make this plan successful. We are all leaders. This plan is designed to create plenty of opportunities for all voices to be heard and new leaders to emerge.

## Accessibility Partnership in Durham Region & Beyond

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

The Region of Durham coordinates regular meetings with local municipal Accessibility Advisory Committee chairs, and municipal accessibility staff, which provides the opportunity to share best practices and information. The Region also hosts an annual joint forum for all Accessibility Advisory Committee members in Durham.

Additionally, Accessibility Coordinators meet regularly with staff counterparts across the Region to discuss ongoing planning and implementation. The Township of Uxbridge Accessibility Coordinator is also a member of the Ontario Network of Accessibility Professionals (ONAP), a group comprised primarily of staff responsible for accessibility planning in the municipal sector. The network provides the opportunity to share accessibility planning resources and initiatives across the province.



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## **Barrier Examples**

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

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

Members of Council, Township staff and Committee members must keep in mind that barriers can be either "systemic" or "specific"; that is, barriers that are prevalent throughout the Township or are just specific to one process or facility.

### **Two examples are:**

**A Systemic Barrier:** Job postings and public meeting notices are advertised in local newspapers and on the website. As the Township website does not have a program for the visually impaired, and visually impaired residents may not be able to read the newspaper, not all residents or viewers have equal access to the information.

**A Specific Barrier:** There is no accessible entrance at Siloam Hall, therefore any person unable to utilize the stairs is prevented from participating in events hosted at the hall.

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## Review & Monitoring Process

The Accessibility Plan is intended as a working document. Comments and recommendations will be noted throughout the upcoming year. These comments and recommendations will then be taken into account during the compilation of the 2013 Annual Accessibility Plan.

Accessibility improvements, ideologies and benchmarks continue to be solidified with planning concepts that develop into Township procedures and processes.

Additional evaluation and reporting efforts include:

- Annual review of the Multi-Year Accessibility Plan and preparation of a progress report.
- Annual progress report prepared for Council to identify progress of the Plan's implementation, accomplishments and achievements; posted online and available in alternative formats upon request.
- Compliance reports submitted to the Accessibility Directorate of Ontario, which regulates compliance for all Ontario Organizations



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## Communication of the Plan

Feedback is an integral part of the evaluation process. The Township of Uxbridge will continue to review and expand consultation strategies to engage key groups in providing accessibility related feedback, including people with disabilities.

Members of the public are encouraged to make comments on the Township of Uxbridge Multi-Year Accessibility Plan and accessibility matters in general. There are a number of ways you can contact the Township of Uxbridge to express your accessibility related comments including contacting the undersigned.

The Corporation of the Township of Uxbridge  
51 Toronto Street South,  
Uxbridge ON  
L9P 1T1

Phone: (905) 852-9181 Ext. 209  
Email: [accessibility@town.uxbridge.on.ca](mailto:accessibility@town.uxbridge.on.ca)

The 2013-2018 Multi-Year Accessibility Plan will also be available in the following locations:

Report to Council: Initially, this Accessibility Plan will be made available through a report to Council.

Website: The 2013-2018 Multi-Year Accessibility Plan can be accessed through the Township of Uxbridge website <http://www.town.uxbridge.on.ca>



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## **Glossary**

### **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 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. 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.

### **Accessible Formats:**

May include, but not limited to large print, recorded audio and electronic formats, Braille and other formats useable by persons with disabilities.

### **Assistive Device:**

Any auxiliary tool, aid, technology or other mechanism that enables a person with a disability to do everyday tasks and activities such as moving, communicating or lifting; assists in accessing goods, services or information and helps the person to maintain independence. Examples include but are not limited to: communication aids, cognition aids, personal mobility aids, and medical aids.

### **Barrier:**

Anything that prevents a person with a disability from fully participating in all aspects of society due to their 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.

### **Designated Public Sector Organization:**

Every municipality and every person or organization listed in Column 1 of Table 1 of Ontario Regulation 146/10 (Public Bodies and Commission Public Bodies – Definitions) made under the *Public Service of Ontario Act, 2006*.

**Disability:**

The ODA and AODA both adopt the broad definition for disability that is set out in the Ontario Human Rights Code, “Disability” is:

- 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”).

**Facility Accessibility Design Standards:**

Guidelines providing accessibility design criteria for all buildings and structures that are generally above and beyond the current legislative requirements such as contained within the Ontario Building Code Universal Barrier-Free Design Standards.

**Information:**

Includes data, facts and knowledge that exist in any format, including text, audio, digital or images, that convey meaning.

**Large Designated Public Sector Organization:**

Every municipality and person or organization listed in Column 1 of Table 1 of Ontario Regulation 146/10 (Public Bodies and Commission Public Bodies – Definitions) made under the *Public Service of Ontario Act, 2006*, or described in Schedule 1 of the Regulation, with more than 50 employees.

**Multi-Year Accessibility Plan:**

A program and itemization of forecasted 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 Township staff, the Accessibility Advisory Committee and various other stakeholders.

**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 an 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 (Accessible Customer Service Standard):**

The first standard to be released under the AODA which took force and effect for all public organizations on 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.

**Ontario Regulation 191/11 (Integrated Accessibility Standards):**

The second standard to be released under the AODA which took force and effect for all public organizations on July 1, 2011. The standard consolidates the development of policies, practices and procedures in the areas of information and communications, employment and transportation within a phased implementation schedule.

**Redeployment:**

The reassignment of employees to other departments or jobs within the organization

**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.

**Web Content Accessibility Guidelines (WCAG):**

International guidelines to ensure consistent web accessibility; the World Wide Web Consortium recommendation, dated December 2008, entitled "Web Content Accessibility Guidelines" (WCAG) 2.0.

## Accessibility for Ontarians with Disabilities Act Legislation

### Ontario Regulation 191/11 – The Integrated Accessibility Standards

### Ontario Regulation 429/07 – Accessibility Standards for Customer Service

*The Township of Uxbridge is dedicated to promoting, enhancing and creating, where possible, a barrier-free environment for all persons, regardless of needs, to participate as fully as possible in all aspects of community life.*

The following table depicts the Township’s compliance with the various regulations stemming from the Accessibility for Ontarians with Disabilities Act. The Township has taken a proactive approach to compliance with the legislation and regulations and is on track to satisfy all requirements under the Accessibility for Ontarians with Disabilities Act by January 2014. The Township’s early compliance with the legislation will allow resources to be directed towards increasing policy and program efficiency and effectiveness, while also reaching out into the community to assist the private sector with legislative compliance in an effort to make the Township of Uxbridge holistically accessible and inclusive.

Compliance Date	Legislated Requirement	Area of Responsibility	Action Plan or Status
January 2010	<p>Accessibility Standards for Customer Service:</p> <p>Establishment of policies, practices and procedures regarding Accessible Customer Service Procedure, Service Animals and Support Persons Procedure, Disruption in Township Service Procedure, Feedback Mechanisms Procedure and the Accessible Customer Service Feedback Form.</p>	Township of Uxbridge	<p>By-law No. 2009-124 adopted the Accessible Customer Service Policy, which includes, Accessible Customer Service Procedure, Service Animals and Support Persons Procedure, Disruption in Township Service Procedure, Feedback Mechanisms Procedure and the Accessible Customer Service Feedback Form.</p> <p><b>The Township is in compliance with this requirement</b></p>

Compliance Date	Legislated Requirement	Area of Responsibility	Action Plan or Status
January 2011	<p>Duties of Municipalities, Taxicabs:</p> <p>Ensure that owners and operators of taxicabs are prohibited from charging a higher fare or additional fee for persons with disabilities.</p> <p>Ensure that owners and operators of taxicabs are prohibited from charging a higher fare or additional fee for storage of mobility aids or mobility assistive devices.</p>	Municipal Law Enforcement	<p>By-law No. 2006-227, as amended, adopted the Taxi By-law. This By-law requires taxi companies licensed within the Township comply with the legislative requirements of the Integrated Accessibility Standard Regulations.</p> <p><b>The Township is in compliance with this requirement</b></p>
January 2012	<p>Duties of Municipalities, Taxicabs:</p> <p>Ensure that owners and operators place vehicle registration and identification information on the rear bumper.</p> <p>Ensure that owners and operators make vehicle registration and identification information available in accessible formats to persons with disabilities who are passengers.</p>	Municipal Law Enforcement	<p>By-law No. 2006-227, as amended, adopted the Taxi By-law. This By-law requires taxi companies licensed within the Township comply with the legislative requirements of the Integrated Accessibility Standard Regulations.</p> <p><b>The Township is in compliance with this requirement</b></p>

Compliance Date	Legislated Requirement	Area of Responsibility	Action Plan or Status
January 2012	<p>Emergency Procedure, Plans or Safety information:</p> <p>Provide or arrange for the provision of accessible formats and communication supports for persons with a disability, as soon as is practical upon request.</p>	Clerk's Department	<p>The Clerk's Department will provide emergency information in accessible formats upon request.</p> <p>This requirement relies on the use of the Alternate Formats Policy as adopted by By-law No. 2012-102. A copy of the Alternate Formats policy is available on the Township website.</p> <p><b>The Township is in compliance with this requirement</b></p>

Compliance Date	Legislated Requirement	Area of Responsibility	Action Plan or Status
January 2012	<p>Workplace Emergency Response:</p> <p>Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need to provide accommodation.</p> <p>If employee requires assistance, with the employee's consent, the employer shall provide the individualized workplace emergency response information to the person designated to provide such assistance.</p> <p>Review of Individualized Emergency Response Plan:</p> <p>When the employee moves to a different location in the organization, when the employee's overall accommodation needs are reviewed, when the employer reviews its general emergency response policies.</p>	Clerk's Department	<p>By-law No. 2012-026 adopted the Township of Uxbridge Workplace Emergency Response Procedure. This internal policy is available to all Township staff and is circulated to new employees during orientation and to existing employees once a year.</p> <p>This requirement relies on the use of the Alternate Formats Policy as adopted by By-law No. 2012-102. A copy of the Alternate Formats policy is available on the Township website.</p> <p><b>The Township is in compliance with this requirement</b></p>

Compliance Date	Legislated Requirement	Area of Responsibility	Action Plan or Status
January 2013	<p>Duties of Public Libraries:</p> <p>Provide access to or arrange for provision of access to accessible materials where they exist; post information about accessible materials publicly (website, on site, promotional materials); encouraged to provide accessible formats for archival materials, special collections, etc.</p>	Township of Uxbridge Public Library	The Township of Uxbridge Public Library has capabilities to provide special collection materials electronically and via microfiche. The Library also offers a variety of audio books and other materials in alternate formats.
January 2013	<p>Establishment of Accessibility Policies:</p> <p>Develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards.</p> <p>Establishment of a Multi-Year Accessibility Plan</p>	Clerk's Department	<p>The Township documents its accessibility initiatives yearly in its annual Multi-Year Accessibility Plan. Additionally, all Township policies are based on the Mission Statement:</p> <p><i>The Township of Uxbridge is dedicated to promoting, enhancing and creating a barrier-free environment for all persons, regardless of needs, to participate as fully as possible in all aspects of community life.</i></p> <p><b>The Township is in compliance with this requirement</b></p>
January 2013	<p>Procuring or Acquiring Goods, Services or Facilities:</p> <p>Incorporate accessibility criteria and features into procurement practices so that goods, services and facilities are more accessible to people with disabilities unless it is not practicable to do so.</p>	<p>Clerk's Department</p> <p>Treasury Department</p>	<p>By-law No. 2012-149 adopted the Township of Uxbridge Facility Accessible Design Standards, which prescribes the manner in which all new facilities and renovations must be constructed.</p> <p>Township of Uxbridge staff will bring forward an Accessible Procurement Policy in the spring of 2013 for Council consideration.</p>

Compliance Date	Legislative Requirement	Area of Responsibility	Action Plan or Status
January 2013	<p>Self-Service Kiosks:</p> <p>All organizations that offer services or products through self-service kiosks shall take steps to make them accessible to people with disabilities so they can be used independently and securely.</p>	Township of Uxbridge	The Township of Uxbridge does not currently utilize any self-service kiosks.
January 2014	<p>Training:</p> <p>The Township of Uxbridge will train all employees and volunteers, all persons who participate in developing the organization's policies and all other persons who provide goods, services or facilities on behalf of the organization about the standards of the Integrated Accessibility Standards Regulation as well as the Human Rights Code as it pertains to persons with disabilities.</p> <p>The training provided to these persons will be specific to the duties assigned to their position with the Township.</p> <p>Should any policies regarding the Integrated Accessibility Standards Regulation change, all persons will be notified and trained on any different policies as soon as is practicable.</p>	Clerk's Department	<p>The Township has developed training documents for all employees and volunteers, all persons who participate in developing the organization's policies and all other persons who provide goods, services or facilities on behalf of the organization.</p> <p>New employees are trained as soon as practicable, and all employees are trained on an annual basis.</p> <p><b>The Township is in compliance with this requirement</b></p>

Compliance Date	Legislated Requirement	Area of Responsibility	Action Plan or Status
January 2014	<p>Public Feedback Process:</p> <p>Provide or arrange for provision of accessible formats and communication supports for persons with a disability upon request.</p> <p>Notify the public of the availability of accessible formats and communication supports for the feedback process.</p>	Clerk's Department	<p>By-law No. 2009-124 adopted the Accessible Customer Service Policy, which includes, Accessible Customer Service Procedure, Service Animals and Support Persons Procedure, Disruption in Township Service Procedure, Feedback Mechanisms Procedure and the Accessible Customer Service Feedback Form.</p> <p>This requirement relies on the use of the Alternate Formats Policy as adopted by By-law No. 2012-102. A copy of the Alternate Formats policy is available on the Township website.</p> <p><b>The Township is in compliance with this requirement</b></p>
January 2014	<p>Internet Content and Websites:</p> <p>New internet websites and content to conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 initially at level A.</p>	Clerk's Department	<p>The Township will have a website accessibility audit completed on the Township website by the spring 2013 and have all internet websites &amp; content conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA (exceptions success criteria 1.2.4 &amp; 1.2.5).</p> <p>Additionally, all Township documents are produced in accordance with the Alternate Formats Policy as adopted by By-law No. 2012-102. A copy of the Alternate Formats policy is available on the Township website.</p>

Compliance Date	Legislated Requirement	Area of Responsibility	Action Plan or Status
January 2014	<p>Recruitment Process:</p> <p>Notify employees and public about the availability of accommodation.</p> <p>Selection &amp; Assessment Process: Notify job applicants, when individually selected, that accommodations are available upon request.</p> <p>Documented Individual Accommodation Plans: develop a written process for the development of documented individual accommodation plans.</p> <p>Return to Work: Develop and document a return to work process for employees who have been absent due to a disability and require disability-related accommodations in order to return to work.</p>	Clerk's Department	<p>The Township passed the Accessible Standard for Employment – Accessible Employment Activities Accommodation policy in Spring 2013.</p> <p>The Township includes notification of accommodation throughout the recruitment process on each public job advertisement.</p> <p><b>The Township is in compliance with this requirement</b></p>

Compliance Date	Legislated Requirement	Area of Responsibility	Action Plan or Status
January 2015	<p>Accessible Formats and Communication:</p> <p>Provide or arrange for provision of accessible formats and communication supports for persons with a disability upon request; in a timely manner taking into account the person's accessibility needs; at a cost no more than charged by other persons.</p>	Clerk's Department	<p>By-law No. 2012-102 adopted the Township of Uxbridge Alternate Formats Policy. The Alternate Formats Policy ensures that all corporate documents are produced in an accessible format. A copy of the Alternate Formats policy is available on the Township website.</p> <p><b>The Township is in compliance with this requirement</b></p>
January 2021	All internet websites & content to conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, exceptions success criteria 1.2.4 & 1.2.5.	Clerk's Department	<p>The Township will have a website accessibility audit completed on the Township website by the spring 2013 and have all internet websites &amp; content conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA (exceptions success criteria 1.2.4 &amp; 1.2.5).</p> <p>Additionally, all Township documents are produced in accordance with the Alternate Formats Policy as adopted by By-law No. 2012-102. A copy of the Alternate Formats policy is available on the Township website.</p>

# Accessibility for Ontarians with Disabilities Act Legislation

## TOWNSHIP OF UXBRIDGE PROJECTS TO DATE AND FUTURE INITIATIVES

*The Township of Uxbridge is dedicated to promoting, enhancing and creating, where possible, a barrier-free environment for all persons, regardless of needs, to participate as fully as possible in all aspects of community life.*

The final Built Environment Standard has been submitted to the Minister of Community and Social Services for consideration to become law, at the time of writing of this report the legislation has still not received royal assent. In an effort to expedite the Township becoming holistically accessible and inclusive, the Council of the Township of Uxbridge passed By-law No. 2012-149, the Township of Uxbridge Facility Accessible Design Standards, which prescribes the manner in which all new facilities and renovations must be constructed to ensure accessibility and inclusion. All of the proposed initiatives listed below will be built to the Township of Uxbridge Facility Accessible Design Standard.

The following table depicts the Township’s initiatives completed to date and a list of proposed future initiatives to enhance accessibility in the Township of Uxbridge in an effort to make the Township holistically accessible and inclusive.

### Year (Pre-2012)

Task	Department
Municipal Facilities Accessibility Audit	Clerk’s Department
Barrier-Free Municipal Elections (2006-2010)	Clerk’s Department
Township of Uxbridge Public Library washroom and elevator accessibility retrofit	Township of Uxbridge Library
Music Hall entrance accessibility retrofit	Public Works and Operations
Uxpool aquatic facility accessibility retrofit	Public Works and Operations
Foster Memorial accessible entrance construction	Public Works and Operations
Proactive enforcement of Snow-Removal By-laws	Municipal Law Enforcement

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### Year 2012

Task	Department
Completion of the Enabling Accessibility Fund accessible elevator at Town Hall	Clerk's Department
Historical Centre accessible routes and signage review	Clerk's Department
Application of Enabling Accessibility Fund Grant Proposal – Accessible Playgrounds	Public Works and Operations
Application of Enabling Accessibility Fund Grant Proposal – Accessible Picnic Tables	Public Works and Operations
Construction of the accessible Splash Pad on the Arena grounds	Public Works and Operations
Cenotaph refurbishment including accessibility upgrades	Public Works and Operations
Construction of the accessible Skate Park at Kennedy Fields	Public Works and Operations

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### Year 2013

Task	Department
Construction of an accessible basketball court at Zephyr Hall and one other location within the Township of Uxbridge	Public Works and Operations
Repaving and surface painting, including accessible permit only parking spaces, of the Zephyr Hall parking lot	Public Works and Operations
Replacement of the Arena Complex Game Clock	Public Works and Operations
Repaving and surface painting, including accessible permit only parking spaces, of the west side of the Arena Complex parking lot	Public Works and Operations
Replacement of the Sandford Hall sidewalk	Public Works and Operations
Continual monitoring of Township sidewalks including mud-jacking (leveling sidewalks to alleviate water ponding and trip hazards), cutting (eliminating trip hazards) and replacement	Public Works and Operations
Accessible Trails Enhancements	Trails Committee

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**Year 2014**

Task	Department
Sandford Hall and Elgin Park sidewalk and pathway reconstruction and paving	Public Works and Operations
Reconstruction of the Seniors Centre entrance pads	Public Works and Operations
Replacement of the Goodwood Hall toilets, including auto-flush	Public Works and Operations
Replacement of the Sandford Hall sidewalk	Public Works and Operations
Continual monitoring of Township sidewalks including mud-jacking (leveling sidewalks to alleviate water ponding and trip hazards), cutting (eliminating trip hazards) and replacement	Public Works and Operations
2014 Barrier-Free Municipal Election	Clerk's Department

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**Year 2015**

Task	Department
Siloam Hall kitchen renovations and accessibility upgrades	Public Works and Operations
Replacement of Seniors Centre parking lot lighting	Public Works and Operations
Continual monitoring of Township sidewalks including mud-jacking (leveling sidewalks to alleviate water ponding and trip hazards), cutting (eliminating trip hazards) and replacement	Public Works and Operations

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**Year 2016**

Task	Department
Replacement of Arena Complex indoor lamping and lights	Public Works and Operations
Replacement of Goodwood Hall entrance flooring	Public Works and Operations
Initial design of new Uxpool facility to be holistically accessible	Public Works and Operations
Continual monitoring of Township sidewalks including mud-jacking (leveling sidewalks to alleviate water ponding and trip hazards), cutting (eliminating trip hazards) and replacement	Public Works and Operations

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**Year 2017**

Task	Department
Replacement of Arena Complex road signage	Public Works and Operations
Seniors Centre washroom renovations and upgrades, including auto-flush	Public Works and Operations
Sandford Hall bathroom renovations and upgrades, including auto-flush	Public Works and Operations
Continual monitoring of Township sidewalks including mud-jacking (leveling sidewalks to alleviate water ponding and trip hazards ), cutting (eliminating trip hazards) and replacement	Public Works and Operations

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**Year 2018**

Task	Department
Arena Complex exterior doors replacement and upgrades	Public Works and Operations
Zephyr Hall washroom renovations and upgrades, including auto-flush	Public Works and Operations
Continual monitoring of Township sidewalks including mud-jacking (leveling sidewalks to alleviate water ponding and trip hazards), cutting (eliminating trip hazards) and replacement	Public Works and Operations