

Municipal Accessibility Plan 2011

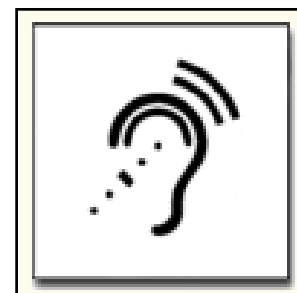
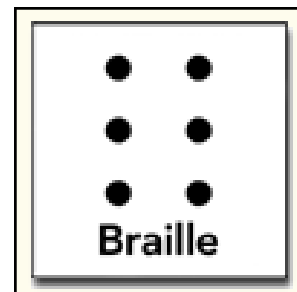
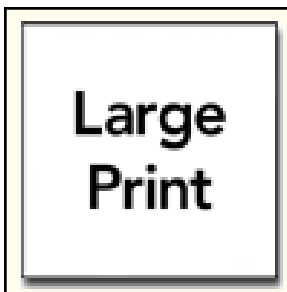
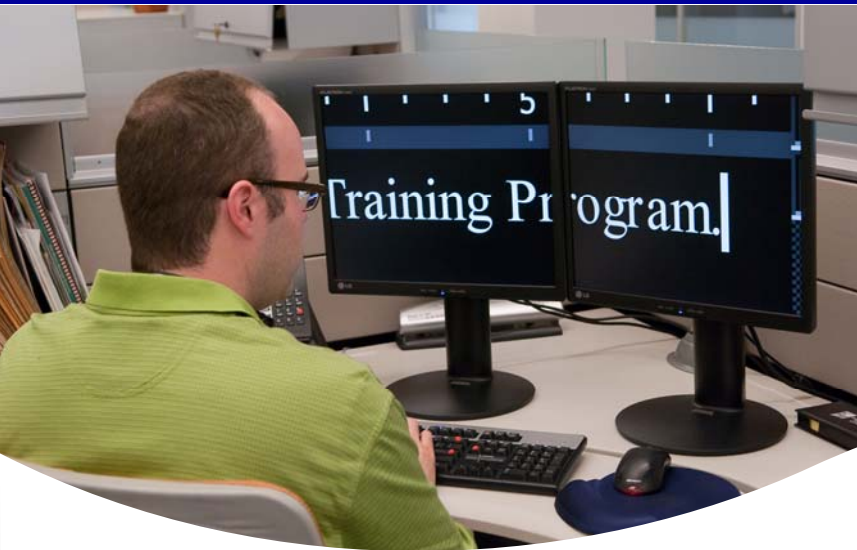


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Town of Milton Accessibility Plan 2011

Municipality

Town of Milton

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Note: This document is available in alternate formats upon request.

Section 1: Executive Summary

Persons with disabilities represent a significant and growing part of our community. Approximately 1.85 million people in Ontario live with a disability, representing 15.5% of Ontario's population. Accessibility issues are not limited to members of the disability community. Improving accessibility will also impact other facets of society, including seniors, parents with strollers, and friends and families of persons with disabilities.

Under the authority of the Ontarians with Disabilities Act, 2001 (ODA), the Town of Milton is required to develop an annual accessibility plan. Now in its ninth year, the plan outlines achievements to date and details the measures that will be taken in 2011 to identify, remove and prevent barriers associated with facilities, policies, procedures, programs, as well as goods and/or services provided by the Town of Milton.

In preparation for the Integrated Accessibility Regulation, which is expected to be enacted into law on July 1, 2011, the Plan will also outline the corporate initiatives that will be undertaken, throughout 2011, to meet the pending compliance deadlines associated with this Regulation.

The Milton Accessibility Advisory Committee and staff have been diligently working towards ensuring that accessibility is a priority throughout the Corporation.

Section 2: Introduction

2.1 Background

In December 2001, the Ontarians with Disabilities Act (ODA) was passed by the provincial government to improve access and opportunities for persons with disabilities. Under the legislation, all municipalities, with a population greater than 10,000, are required to establish accessibility advisory committees. In addition, the legislation stipulates that the majority of committee members must self-identify as a person with a disability. As a result, the Milton Accessibility Advisory Committee (MAAC) was created to advise Council about the preparation, implementation and effectiveness of the Town's annual accessibility plan.

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The ODA also stipulates other municipal obligations including:

- Municipalities are required to prepare annual accessibility plans;
- Municipalities will be able to stipulate accessibility requirements when granting business licenses;
- Municipalities could make accessibility a consideration when purchasing goods and services;
- In consultation with persons with disabilities, municipalities will develop accessibility plans for municipally-administered, sub-contracted or licensed transit providers;
- Municipalities will improve access to municipal elections by giving greater consideration to accessible voting locations;
- Municipalities will enforce new penalties for counterfeiting and misuse of disability parking permits; and
- Municipalities will increase the minimum penalty for misuse of designated parking, under municipal by laws, to \$300.

In 2003, the government conducted a public consultation on the ODA. The feedback received was as follows:

- There is a need for Government inspections;
- Municipalities were writing plans, but not implementing them;
- ODA had no influence to affect change;
- There is a need for stricter fines for non-compliance; and
- There is a need for provincial standards.

Based on the public consultation, new legislation was developed. In June 2005, the Accessibility for Ontarians with Disabilities Act 2005 (AODA) was enacted into law. The Act is more comprehensive and prescriptive than the ODA and its requirements now apply to the public, private, and not-for-profit sectors. The Act requires the development of accessibility standards, compliance deadlines, and administrative penalties for non-compliance. Moreover, the fundamental purpose of the AODA is to ensure that Ontario is universally accessible by 2025. Ontario is the first, and only, Canadian jurisdiction to regulate accessibility standards.

Under the Act, the Minister of Community and Social Services established committees to create provincial accessibility standards. Members of these committees included persons with disabilities or their representatives, and representatives of industry/organizations or ministries to which the standard is intended to apply. These provincial standards have established implementation targets and compliance requirements that will be phased in throughout the first five years. All five standards will be, subsequently, reviewed and updated every five years until 2025.

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Administrative penalties for non-compliance also play a greater role within the AODA and its standards. Specifically, an organization, to whom an accessibility standard applies, must comply within the timeframe indicated in the standard. Compliance reports will be required annually and must be available to the public. In addition, an inspector may carry out an inspection to determine if the organization has met its compliance requirements. During the inspection, an organization will be required to produce, on demand, any documents or reports requested by the inspector.

Non-compliance will result in:

- An organization being asked to comply within a specified timeframe; or
- Paying an administrative penalty.

Although the AODA is in place, until all accessibility standards have been enacted into law, the ODA will remain in force. Therefore, municipalities will be obligated to comply with two pieces of legislation.

2.2. Overview of Town of Milton

Strategically located on the western edge of the Greater Toronto Area, the Town of Milton has an excellent quality of life with a low crime rate and beautiful settings. As well, the community has many amenities, festivals, and activities to offer including easy access to major methods of transportation. As a result, Milton residents enjoy small town charms combined with the convenience of a growing urban center.

According to Statistics Canada and the 2006 Census, Milton has been declared as the fastest growing community in Canada. Milton's population has seen an increase of 71.4% since the last census in 2001. The Town's population is projected to increase dramatically from the current 90,000 residents to 150,000 by 2021.

Milton's industrial and commercial space is also expected to experience significant growth from the 15 million square feet in 2008 to the projected 25 million square feet by 2021. As a result, job opportunities in Milton are also expected to increase from approximately 40,000 to 71,000 over the same period.

Town Council is the governing body whose members are elected by residents for a four-year term. Town Council consists of the Mayor and 10 councillors who represent Milton's eight wards. Town Council's major responsibilities include:

- Matters requiring policy direction;
- Review and approval of the Town's operational and capital budgets;
- By-laws or by-law amendments; and

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- Responses or action to pertinent issues.

The Corporation of the Town of Milton consists of six departments and approximately 272 full time and 350 part time employees, with 75 part time fire fighters. The Departments consist of Community Services, Corporate Services, Engineering Services, Executive Services, Fire Department, and Planning and Development.

In 2006, in order to meet the needs of the growing population now and in the future, a new strategic plan was prepared entitled “Destiny Milton 2.” The plan establishes the over-arching vision, goals and directions the Town considers when making decisions within its areas of responsibility.

Town of Milton Vision: “*Milton: Engaging, Balanced, Connected.*”

Town of Milton Goals:

- A responsible, cost effective and accountable local government;
- Well managed growth and well planned spaces;
- A safe, livable and healthy community;
- A diverse and sustainable economy; and
- A thriving natural environment.

Section 3: Accessibility Committees

3.1 Milton Accessibility Advisory Committee (MAAC)

As previously stated in section one of this plan, the Ontarians with Disabilities Act 2001 (ODA) requires all municipalities with over 10,000 residents to establish advisory committees, with the majority of these committee members having a disability.

On October 22 2002, Town Council approved the establishment of the Milton Accessibility Advisory Committee. In turn, staff was directed to develop the terms of reference for this committee.

On February 24 2003, Council approved the terms of reference for the Milton Accessibility Advisory Committee. Subsequent to this approval, requests for committee members were advertised in the Town’s local newspapers.

On May 6 2003, Town Council approved the appointment of the committee’s members. Reporting directly to the Administrative and Planning Standing Committee, MAAC plays a critical role in advising Council on the preparation, implementation and effectiveness of the Town’s annual accessibility plan.

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On July 9 2003, the first committee meeting was held. As a result, on September 30, 2003, the first annual accessibility plan was approved by Town Council.

In November 2006, the municipal election dictated new committee members be appointed to MAAC for the new term of office. In January 2007 and October 2009, additional committee members were appointed to MAAC. This marks the ninth year that MAAC has been in operation.

The members of the Milton Accessibility Advisory Committee are:

Carole Sharp	B.J. Hall
John Beaudette	Sharon Barkley, Town Councillor
John Spurgeon	Mary Ferrante
Yvonne Spicer	Maria Reis
Jerry Steiner	

Staff support is provided by Darren Cooper, Coordinator, Accessibility.

3.2 Corporate Accessibility Committees

In 2008, two corporate accessibility committees were established. Both committees are chaired by the Coordinator, Accessibility.

a) Corporate Accessibility Committee

- The membership includes representation from each municipal department.
- Meetings are held quarterly, or at the call of the Chair.
- The goal of the committee is to ensure that accessibility initiatives are developed and implemented throughout the Corporation. These initiatives are intended to support the Corporate Strategic Plan and the Departmental Service Plans.
- The committee's objectives include:
 - Ensuring the annual Accessibility Plan is inclusive of all departments;
 - Reviewing, monitoring, and reporting on the annual Accessibility Plan on a quarterly basis;
 - Ensuring implementation of all accessibility policies, practices and procedures within their respective departments;
 - Ensuring all legislative requirements are being met within their respective departments; and
 - Acting as a steering committee for accessibility initiatives as required.

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The members of the Corporate Accessibility Advisory Committee include:

Name:	Department
Marilyn Lembke	Corporate Services
Joy Anderson	Community Services
Terry Kay	Planning and Development
John Brophy	Engineering Services
Darren Cooper	Executive Services
Barry Kory	Fire Department

b) Corporate Accessible Customer Service Committee

- The membership includes representation from each municipal department, whose job functions are specific to Customer Service.
- Meetings are held monthly, or at the call of the Chair.
- The goal of the committee is to: ensure that the Corporation is complying with the Accessibility Standards for Customer Service Regulation 429/07.
- The objectives of the committee are to:
 - Review corporate policies, procedures and practices on providing effective customer service to persons with disabilities;
 - Develop and provide training for staff, volunteers, and third party contractors who conduct business on behalf of the Town;
 - Address the specific issues related to assistive devices, service animals, support persons, notices for disruptions, systems for providing feedback and reporting requirements; and
 - Ensure documentation is taking place and that compliance requirements are being met within their respective departments.

The Corporate Accessible Customer Service Committee members are:

Name:	Department
Christina McTavish	Corporate Services
Bev McCarthy	Community Services
John Brabant	Planning and Development
Franca McGinnis	Engineering Services
Selena Campbell	Executive Services
Carla Roselle	Fire Department

Section 4: 2010 Achievements

4.1 Milton Accessibility Advisory Committee

Throughout 2010, members of the Milton Accessibility Advisory Committee (MAAC) worked on a variety of initiatives and obtained the following achievements.

- The eighth annual Accessibility Plan was approved by Town Council in March;
- Site plans, including those for the Milton Centre for the Arts and the Milton Sports Centre Expansion projects, were reviewed and recommendations were sent to appropriate Planning staff;
- Provided input to the Town Clerks' Division on conducting an accessible and inclusive municipal election;
- Attended the Joint Accessibility Advisory Committee meeting in Oakville. At this event, presentations were received on barrier-free and universal design and housing;
- Organized an exhibition sledge hockey game to celebrate National Access Awareness Week, which featured members of the Ontario and Canadian Sledge Hockey Teams;
- Continued to review and provide feedback on the Town's website;
- Supported the Town's decision to acquire accessible buses and train drivers on how to provide appropriate service to persons with disabilities;
- Received presentations from the Halton Region Chapter of the Canadian Paraplegic Association-Ontario and the Canadian Association for Accessible Travel, Training, and Tourism Services; and
- Continued to receive and address questions and concerns from the public related to accessibility.

4.2 Corporate Activities

In response to the requirements set out in the Accessibility Standards for Customer Service (Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005), the Corporate Accessibility and Accessible Customer Service Committees played an active role in ensuring the Town met its compliance obligations.

Through their mandate of breaking down barriers and increasing corporate accessibility, these committees were involved in the following initiatives.

- The Coordinator, Accessibility, along with staff from Corporate and Executive Services, developed and implemented an online corporate training program related to the procedures required under the

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Accessibility Standards for Customer Service. These procedures included:

- Assistive Devices;
 - Feedback;
 - Notice of Availability of Documents in Alternate Formats;
 - Notice of Service Disruptions;
 - Service Animals; and
 - Support Persons.
- Continued to train new full and part-time staff, volunteers, and third-party contractors on the AODA and, specifically, the Accessibility Standards for Customer Service;
 - Submitted a letter to the Ministry of Community and Social Services supporting the Association of Municipalities of Ontario's response to the first draft of the Proposed Integrated Accessibility Regulation;
 - As part of the Town's Capital Budget, Council approved funds allocated for the Accessibility Capital Program;
 - Mayor Krantz proclaimed National Access Awareness Week in May;
 - Mayor Krantz proclaimed December 3rd as the International Day for Persons with Disabilities; and
 - Provided a successful support system for MAAC committee members to attend monthly meetings.

4.3 Provincial Standards

In June 2005, the Ontario government passed the Accessibility for Ontarians with Disabilities Act 2005 (AODA). Under this legislation, Standards Development Committees (SDC) were established to formulate standards within five sectors of society. The composition of these committees consists of persons with disabilities and their representatives and representatives from the business community.

In June 2009, former Minister of Community and Social Services Charles Beer was appointed to conduct an independent review of the AODA. When his report was released in May 2010, Mr. Beer recommended that, in order to meet the deadline of universal accessibility by 2025, the standards related to Information & Communications, Transportation, and Employment be harmonized into one regulation. In addition, Beer also recommended that the Accessible Built Environment Standard be harmonized with certain sections of the Ontario Building Code.

The following chart outlines the status of the standards and regulations developed under the AODA.

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<p>Accessibility Standard for Customer Service (Regulation 429/07)</p>	<ul style="list-style-type: none"> • Established accessibility standards for customer service which apply to the public, private, and non-profit sectors. • The Regulation came into force on January 1, 2008 and municipalities had to comply by January 1, 2010. • A number of items have to be addressed in order to comply. They include: <ul style="list-style-type: none"> ➤ Establishing policies, practices and procedures; ➤ Training of staff; ➤ Developing a feedback process; ➤ Developing a procedure for distributing notices of temporary disruptions; and ➤ Developing a procedure related to the notification of the availability of documents in alternate formats. • On March 24, 2010, the Town submitted its first compliance report to the Ministry of Community and Social Services. • To date, the Town has complied with all of the above requirements. • The Town will be required to submit its second compliance report in 2012.
<p>Integrated Accessibility Regulation</p>	<ul style="list-style-type: none"> • Harmonizes the accessibility standards for Information & Communications, Transportation, and Employment. • This Regulation will apply to the broader public, private, and non-profit sectors. • It includes compliance deadlines and penalties for non-compliance contraventions. • The Ministry of Community and Social Services is currently seeking feedback from the public on the second draft of this proposed Regulation. • The broader public sector, including municipalities, will have two years, from the time of enactment, to comply with this Regulation. • This Regulation is expected to be enacted into law on July 1, 2011.
<p>Accessible Built Environment Standard</p>	<ul style="list-style-type: none"> • Refers to building elements related to new constructions. • This standard does not apply to renovating or retrofitting. • The Final Proposed Standard was released on September 10, 2010. • Specific sections of this standard will be harmonized with certain sections of the Ontario Building Code when it is amended in 2012 • Waiting for final approval from the Minister of Community and Social Services. • The Standard is expected to be enacted into law in 2012.

Section 5: 2011 Priorities and Goals

5.1 Milton Accessibility Advisory Committee

- Continue to celebrate National Access Awareness Week by organizing community events that promote accessibility and inclusion;
- Increase the committee's profile and presence throughout the community;
- Assist Milton's private and non-profit sectors meet their compliance obligations under the Accessibility Standards for Customer Service;
- Continue to review and monitor the overall accessibility of the Town's website;
- Continue to monitor provincial accessibility standards and regulations, and implications for the Corporation;
- Continue to review site plans for publicly and privately owned construction projects in Milton, and provide feedback on accessibility issues to appropriate Planning staff;
- Provide input on the annual accessibility capital budget program;
- Maintain a successful support system for committee members to attend all meetings;
- Develop a process for promoting accessible parks and playgrounds in Milton; and
- Re-establish the "Thumbs Up" program throughout the business community in Milton.

5.2 Corporate Priorities

Beginning in 2012, the Town, under the authority of the Integrated Accessibility Regulation, will be required to move from an annual Accessibility Plan to a multi-year plan with annual status updates. As a result, this section will outline the actions undertaken by each department to achieve their 2010 priorities. In addition, each department will identify future goals, which will prepare them for meeting the pending compliance requirements under the Integrated Accessibility Regulation.

5.2.1 Community Services Department

Mission Statement: The Community Services Department contributes to the quality of life in the community by providing recreation, parks, and cultural services. We also partner with other agencies in Milton so that together, we can provide a safe, livable, and healthy community.

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The responsibilities of the department include:

- Programming recreation, fitness and leisure activities;
- Scheduling and maintenance of baseball diamonds, sports fields, community halls, arenas, gymnasiums, meeting rooms, parks and pools;
- Planning to meet the leisure needs of the community;
- Publishing and distribution of the community services guide;
- Working with community groups and organizations;
- Development and funding support for community groups and organizations;
- Planning and staging of community events;
- Development of new parks, programs and facilities;
- Management of civic and municipal buildings and properties; and
- Managing business units for:
 - Milton Centre for the Arts;
 - Milton Leisure Centre;
 - Milton Senior’s Activity Centre;
 - Milton Sports Centre; and
 - Arenas.

Status Update on 2010 Priorities

2010 Priority	Status	Plans for Completion
Continue to provide a capital budget program for all facilities and parks which includes accessibility upgrades	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	<p>This work is on-going for the department.</p> <p>Achievements in 2010</p> <ul style="list-style-type: none"> • John Tonelli Sports Centre: facility improvements included new curb cuts for improved access to front entrance along with new automatic doors at main entrance and an accessible east entrance. In addition, washrooms were modified for accessibility and an accessible rink change room is now available. The concession counter was modified to meet London FADS. • Fire Station #4 has a fully accessible main floor. • 16 Hugh Lane office building has a fully accessible main floor • Accessibility has been incorporated into new park design • The re-development of Brian

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		<p>Best Park included a new asphalt walkway through the park.</p> <p>In Progress</p> <ul style="list-style-type: none"> The expansion of the Milton Sports Centre and the new Milton Centre for the Arts are construction projects which commenced in 2010 and will be completed in 2011.
Develop a recruitment strategy and training program to increase the part time staff compliment to accommodate waitlists and new programs offered for special need participants during all seasons of program delivery	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	This work is on-going in the department. While a formal recruitment strategy was not completed, the Coordinator, Community Development has recruited staff to meet program demands. Recommended changes to the training program for part-time staff will be implemented in 2011.
Ensure 100% accessible fleet on all regular transit routes	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	
Commence with the implementation of an automated audible stop announcement program with the expectation of a community launch in early 2011	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Development research is complete. Staff are preparing the request for proposals (RFP) for Automated Bus Stop Announcements with the intent to award in 2011.
Provide training to all staff regarding new procedures and practices associated with the Town's accessible customer service policy.	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	On-line training was launched in November 2010. As new staff are hired, they are required to follow training program for general accessibility training and complete the on-line training regarding this specific policy.

Accessibility Goals for 2011

Accessibility Standard	Goal for 2011
Information & Communications/London Facility Accessibility Design Standards	Execute the approved capital budget program for 2011 for all facilities and parks which includes accessibility upgrades.
Customer Service	Update standard operating procedures which outline the steps that are in place for participants with disabilities to access and participate in the department's recreation programs.

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5.2.2 Corporate Services Department

This Department handles the financial affairs for the Town of Milton. It also provides support in the areas of information technology, purchasing, and human resource management. Services are provided through the aforementioned areas and are integrated through the Director, Corporate Services/Treasurer.

The responsibilities of the Corporate Services department include:

Finance and Accounting

- Corporate budget coordination;
- Financial impacts and analysis;
- Investments and borrowing;
- Financial policy and procedures;
- Financial reporting;
- Reserve, reserve fund administration;
- Accounts payable and receivable;
- Payroll and job costing; and
- Development charges administration;

Human Resources

- Corporate training and development;
- Corporate health, safety and wellness;
- Compensation benefits;
- Human Resource procedures;
- Labor relations; and
- Recruitment.

Information Technology

- Business systems implementation and support;
- Service desk and desktop support;
- Server and network management;
- Telecommunications;
- Database management;
- Internet / intranet management;
- Data centre management;
- Information security management;
- Business continuity and disaster recovery; and
- GIS services.

Purchasing

- Procurement of goods and services;

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- Sale of surplus goods;
- Inventory management; and
- Insurance claims and risk management.

Taxation and Assessment

- Billing and collection of property taxes;
- Property tax adjustment programs; and
- Property assessment administration.

Status Update on 2010 Priorities

2010 Priority	Status	Plans for Completion
Development of a policy to meet the legislative requirements of the Employment Accessibility Standard	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Incorporated changes to HR policies to address standards outlined in Employment Standard, now awaiting revisions to the standard scheduled for July 1, 2011
Continuous improvement in web page design, by reviewing the information being sent out that meets the customer's requirements	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	

Accessibility Goals for 2011

Accessibility Standard	Goals for 2011/2012
Information & Communications	Wording has been incorporated into the 2011 Tax Brochure that alternative formatting for tax billings is available upon request.
Information & Communications	Replacement of milton.ca to include Web Content Accessibility Guidelines 2.0 level AA.
Information & Communications	Replacement of two TTY phones at Town Hall and Leisure Centre
Employment	Review of revised HR policies to ensure compliance with new Employment Standard.
Customer Service	Continuous training will be provided by Purchasing to ensure that new suppliers understand and comply with the Accessibility Standards for Customer Service.
Customer Service	Ensure that all Project Manager's are aware of the accessibility guidelines when creating their specifications.

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5.2.3 Engineering Services Department

The Engineering Services department provides seamless service delivery, of engineering related matters, to residents and businesses in Milton. Under the guidance of the Director, Engineering Services, this department's responsibilities include:

Development Engineering

- Review and approval of engineering drawings and reports for all new residential and industrial developments;
- Administration of all subdivision/ condominium agreements;
- Inspection of all subdivision and site plan municipal services;
- Project management of Secondary Master Plans for storm water management and servicing; and
- Establishment and enforcement of engineering design standards.

Infrastructure Management

- Infrastructure and asset management;
- Environmental assessments for proposed infrastructure projects;
- Project management for the planning,
- Design and construction/reconstruction of municipal infrastructure;
- Act as a liaison with other municipalities and agencies to ensure a coordinated approach to all infrastructure related processes; and
- Development and maintenance of infrastructure-related databases.

Traffic Control and Parking

- Parking enforcement;
- Online parking ticket payments;
- 24-hour extended parking and parking prohibition requests;
- Traffic count data;
- Traffic sign deficiencies and pavement markings;
- General traffic operational concerns;
- Speeding concerns;
- Traffic lights;
- Traffic signal timings;
- New signal requests; and
- Review and issuing of permits. (filming, special events and street parties, road cuts, wide/heavy loads, driveways)

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Public Works and Operations

- Day-to-day maintenance of over 1,400 lane km of local and regional roads and over 700 acres of parks and sports fields;
- Winter control operations, including snow plowing/removal and sanding/salting;
- Installation and maintenance of road-related signage;
- Surface treatment, shoulder repair and dust control on rural roads; and
- Installation and maintenance of ditching and drainage systems.

Status Update on 2010 Priorities

2010 Priority	Status	Plans for Completion
Review methods at PUC meetings for road cuts. Creating policy and guidelines for utilities	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Policy being reviewed by utilities
Continue to provide both audible and visual (countdown) signal heads where needed	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Being installed as necessary
Investigate technologies to provide audible messaging on construction projects and road cuts	<input type="checkbox"/> Completed <input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Not Started	Needs more research
Ensure that PIC meeting venues are fully accessible	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	
Review construction standards to ensure accessibility	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	2010 update includes OPS Standards for accessibility.

Accessibility Goals for 2011

Accessibility Standard	Goals for 2011
Transportation	<ul style="list-style-type: none"> • Implement corporate policy on same fare rates for persons with disabilities on conventional transit. • Implement courtesy seating signage, which complies with the Integrated Accessibility Regulation. • Implement on board stop announcements.

5.2.4 Executive Services

Executive Services is composed of the Mayor's Office, the Chief Administrative Officer's (CAO) office, the Town Clerk's Division, and Economic Development.

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Services provided through this department include:

- Activities of the Mayor;
- Public and Corporate relations;
- Strategic Planning;
- By-law Enforcement;
- Corporate Freedom of Information;
- Marriage Licensing;
- Taxi Cab and Driver Licensing;
- Death Record Registry;
- Economic Development;
- Crossing Guard Program;
- Municipal Elections;
- Animal Control;
- Weed Control;
- Board and Committee Appointments;
- Emergency Management;
- Corporate Accessibility; and
- Business and Lottery Licensing.

The Mayor represents the Head of Milton Council. In addition to serving as a Regional Councilor, he also participates within all other levels of government affecting Milton. The Mayor also declares a Town emergency and assists with community events and functions.

Consistent with the Municipal Act, related legislation, regulations and the administrative duties prescribed in the CAO By-law for the Town of Milton, the Chief Administrative Officer exercises general management and control of the Corporation.

The Economic Development Unit, working through a common set of goals, assists businesses through the technical processes associated with relocation or business set up.

In addition to managing the requirements of the Municipal Act, the Town Clerk provides vital and direct support to Council, particularly in organizing Council agendas and ensuring the smooth flow of Council business. The Clerk also provides impartial procedural advice to Council; ensures due process is followed; records Council decisions; and conducts municipal elections.

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Status Update on 2010 Priorities

2010 Priority	Status	Plans for Completion
Develop and monitor process for installing closed captioning at all council meetings	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	
Ensure municipal election is fully accessible and inclusive	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	

Accessibility Goals for 2011

Accessibility Standard	Goals for 2011
Transportation	The Town's Licensing Officer will incorporate, into the taxicab licensing process, a provision for same fares for persons with disabilities, and not charging for storage of mobility aids.
Transportation	The Town's Licensing Officer will incorporate, into the taxicab licensing process, a provision for properly displaying accessible vehicle and identification information.
Information & Communications	Incorporate wording within Town's Emergency Plan, and on appropriate webpage, that indicates this document is available in alternate formats upon request.
Information & Communications	The Town Clerk will arrange for the Coordinator, Accessibility to develop a corporate policy, on the availability of Town documents in alternate formats, for the Senior Management Team, then Council approval, for integration into the Town's Policy and Procedures Manual.
Information & Communications	The Town Clerk will arrange for the Coordinator, Accessibility to develop a public process on the availability of alternate formats and communication supports for public notifications. (e.g. web site)

5.2.5 Fire Department

The goal of the Fire Department is to provide fire prevention and fire protection services through a range of programs designed to protect the lives and property of all residents and visitors.

The vision of the Milton Fire Department is to be a well planned, well trained, well equipped and adequately staffed department.

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Status Update on 2010 Priorities

2010 Priority	Status	Plans for Completion
Provide training opportunities to all staff focused on increasing awareness of accessibility issues	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	
Ensure that automatic door openers are installed during construction of new Fire Hall	<input type="checkbox"/> Completed <input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Not Started	This can be addressed during construction and design of any future buildings that residents may visit. Most fire stations are “staff only” and general public not allowed.

Although the Integrated Accessibility Regulation does not directly apply to the Fire Department, staff will continue to identify, remove, and prevent barriers to persons with disabilities living in Milton. Doing so will ensure that the goods and services offered through this department are fully accessible and inclusive.

5.2.6 Planning and Development Department

Through the establishment of land use policies, reviewing development applications and issuing building permits, the Planning & Development department strives to balance the natural, social and built environments that provide for the present while protecting for the future.

The department consists of Policy Planning, Development Review, Development Engineering and Building Services. Its responsibilities include:

- Establishing policies, regulations and standards related to guiding land use and development in Milton; and
- Ensuring compliance with provincial building regulations.

The services offered through the Planning & Development department include:

- Policy planning;
- Population forecasting and growth projections;
- Administration and review of development applications including:
 - Subdivisions and Condominiums;
 - Exemptions from Part-lot Control;
 - Land Severances (consents);
 - Site Plans;
- Land Use (Official Plan and Zoning) Changes;
- Minor Variances;
- Review of Niagara Escarpment Development permits;
- Regulation of land use (zoning compliance);
- Issuance of building, plumbing and demolition permits;

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- Issuance of sign permits;
- House numbering;
- Mapping; and
- Designation of heritage buildings.

Status Update on 2010 Priorities

2010 Priority	Status	Plans for Completion
Designate underground parking space #6 at Town Hall as short term disabled parking. (by permit only)	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Noted parking spot is available upon request for special circumstances – parking spot is designated/signed for short term parking during requested timeframe.
Develop a process for creating and circulating accessible notices of services provided by the Town.	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Currently working with various sections, within the department, to alter various applications with a provision that alternate formats are available upon request.
Develop a formal process for identifying and removing physical barriers within Town facilities	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	This priority is considered completed. All new Town facility constructions are reviewed for not only Ontario Building Code barrier-free requirements but also for FADS provisions.

Although the Integrated Accessibility Regulation does not directly apply to the Planning and Development department, staff will continue to identify, remove, and prevent barriers to persons with disabilities living in Milton. Doing so will ensure that the goods and services offered through this department are fully accessible and inclusive.

Section 6: Communication of the Plan

Upon approval, the plan will be made available to the public through the following means:

- The document will be placed on the Town's website: www.milton.ca;
- Copies of the plan will be available from the Executive Services Department through pick up or mail; and
- Upon request, the plan will be made available in alternate formats.

Section 7: Conclusion

The ODA and AODA have legislated that municipalities, across Ontario, improve access for persons with disabilities. As a provider of goods and services to the public, the Town is committed to upholding its responsibility of ensuring full access to all residents who utilize our facilities, programs and services.

While the goals and priorities outlined in this Plan are primarily directed towards persons with disabilities, many of the achievements, associated with accessibility, will benefit all Milton residents.

In accordance with the provincial legislation, the Town will continue to meet its compliance obligations by developing and implementing programs, policies, and initiatives that create and maintain a fully accessible and inclusive community.

The identification and removal of barriers will continue to be an ongoing activity for Town staff and committee members. Feedback on the accessibility of its facilities, programs, and goods and services is always welcome. Please contact the Executive Services department as indicated below:

Phone: 905-878-7252,, ext. 2534

TTY: 905-878-8902

E-mail: accessibility@milton.ca

APPENDICIES

Appendix A: Definitions

Assistive Device: A technical aid, communication device, or medical aid modified or customized, that is used to increase, maintain, or improve the functional abilities of people with disabilities.

Barrier: As defined in the AODA, a barrier means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, information or communication barrier, an attitudinal barrier, or a policy or practice.

Customer: A person who buys goods or services, especially on a regular basis.

Disability: (As defined by the *Accessibility for Ontarians with Disabilities Act, 2005* and the *Ontario Human Rights Code*)

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

Service Animal: (As defined in *Ontario Regulation 429/07*) A support utilized by a person with a disability if it is readily apparent that the animal is used by the person for reasons related to their disability. Or, if the person provides a letter from a physician or nurse confirming the animal is required for reasons related to their disability.

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Support Person: (As defined in *Ontario Regulation 429/07*) A support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs, as well as with access to goods or services.

Teletypewriter (TTY): A telegraphic apparatus by which signals are sent by striking the letters and symbols of the keyboard of an instrument resembling a typewriter and are received by a similar instrument that automatically prints them in type corresponding to the keys struck, it transmits and receives messages carried by telegraph or telephone wires.

Appendix B: Barrier Types

Barrier Type	Definition/examples
Attitude	<ul style="list-style-type: none"> • Inaccurate beliefs or perceptions about a person's ability • A person who is abrupt, insensitive, impatient and uncomfortable with persons who are slowed by a physical, language or developmental disability • A person who assumes persons with a disability can't do something, when in fact they can
Systemic (policies, procedures, practices)	<ul style="list-style-type: none"> • Often unintentional • Occurs when practices or policies restrict participation • Forms required to access service may be too complex for completion based on a person's disability
Communication	<ul style="list-style-type: none"> • Occurs when the process of providing, sending or receiving information is not accessible (could be a telephone barrier, in-person service not available, etc) • A person who speaks too quickly or unclearly • A person who speaks loudly when addressing a customer who is deaf • Occurs when the use of language is too complex in comparison to average literacy levels
Information	<ul style="list-style-type: none"> • Occurs when information is not available in an accessible format (Accessibility may mean large print, audio and/or video options, plain language, Braille, closed captioned video or computer disks) • Occurs when signage is inadequate or incomprehensible (Accessibility must be considered when choosing font type, size, colour, and the placement of signs. Faced signs will impact accessibility.)

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Technological	<p>Occurs when:</p> <ul style="list-style-type: none">• A technology cannot be modified to support various assistive devices• There is a lack of visual alarms• There is a lack of TTY machines• Traffic light change too quickly and prevent a person from crossing the intersection safely• The set up of a website does not consider the perspectives of those with visual disabilities (Accessibility consideration include colour contrast, large print options, screen readers, lack of clutter, ease of navigation, etc.)
Architectural	<ul style="list-style-type: none">• Includes building design, shape and dimensions of rooms, width of doorways, stairways and washrooms• Occurs when a door or hallway is too narrow for a wheelchair or scooter
Physical	<ul style="list-style-type: none">• Occurs when there is a step at the entrance to a building• Occurs when a door knob that cannot be turned by limited upper body mobility and strength

Appendix C:

TERMS OF REFERENCE

MILTON ACCESSIBILITY ADVISORY COMMITTEE (MAAC)

1.0 DEFINITIONS

Within this Terms of Reference the term:

- 1.1 “MAAC” means the Milton Accessibility Advisory Committee.
- 1.2 “Town” refers to the Town of Milton and may refer to its agencies, Boards and committees.
- 1.3 “barrier” means;

anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communication barrier, an attitudinal barrier, a technological barrier, a policy or a practice (obstacle).

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1.4 “Council” means the Council of the Town of Milton;

1.5 “disability” means;

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).

2.0 MANDATE

2.1 The MAAC is created under the authority of the Ontarians with Disabilities Act, 2001 and shall advise and assist the Town, in promoting and facilitating a barrier-free Town for citizens of all abilities (universal accessibility), including persons with disabilities.

3.0 DUTIES

The MAAC shall report to Council through the Community Services Standing Committee and be responsible for the following:

3.1 The Ontarians with Disabilities Act, 2001 states that each year, Council shall prepare an accessibility plan (which must be made available to the public) and seek advice from the accessibility advisory committee that it establishes or continues. This responsibility is hereby delegated to the MAAC and as such, the MAAC will prepare the annual plan for Council approval.

3.2 The accessibility plan shall address the identification, removal and prevention of barriers to persons with disabilities in the municipality's by-laws and in its policies, programs, practices and services.

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- 3.3 The accessibility plan shall include:
- (a) A report on the measures the municipality has taken to identify, remove and prevent barriers to persons with disabilities;
 - (b) the measures in place to ensure that the municipality assesses its proposals for by-laws, policies, programs, practices and services to determine their effect on accessibility for persons with disabilities;
 - (c) A list of the by-laws, policies, programs, practices and services that the municipality will review in the coming year in order to identify barriers to persons with disabilities;
 - (d) The measures that the municipality intends to take in the coming year to identify, remove and prevent barriers to persons with disabilities; and
 - (e) All other information that the regulations prescribe for the purpose of the plan.
- 3.4 The committee shall advise the council in each year about the preparation, implementation and effectiveness of its accessibility plan.
- 3.5 Advise Council on the accessibility for persons with disabilities to a building, structure or premises or part of a building, structure or premises;
- (a) that Council purchases, constructs or significantly renovates;
 - (b) for which Council enters into a new lease;
 - (c) That a person provides as municipal capital facilities under an agreement entered into with Council in accordance with section 110 of the Municipal Act, 2001.
- 3.6 Review in a timely manner the site plans and drawings described in Section 41 of the Planning Act that the committee selects.
- 3.7 Review and monitor existing and proposed procurement policies of the Town for the purpose of providing advice with respect to the accessibility for people with disabilities to the goods or services being procured.
- 3.8 Perform all other functions that are specified in the regulations.
- 3.9 Review from time to time and recommend to Council any amendments to these Terms of Reference as required.

4.0 CITIZEN COMMITTEE GUIDELINES

- 4.1 The MAAC and appointees thereto must adhere to the provisions of Council Policy 01-29 attached hereto. Should any provisions conflict, the order of precedence of terms governing the committee shall be the Ontarians with Disabilities Act, 2001; this Terms of Reference; then Policy 01-29.

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5.0 COMMITTEE COMPOSITION

- 5.1 The MAAC shall be comprised of eight (8) members consisting of:
- a) A majority of the members (minimum of five (5)) shall be persons with disabilities. These committee members shall be representative of gender, ethnicity and different types of visible and invisible disabilities noted in the ODA such as persons with physical (visual, speech, hearing, deaf, brain injury, use of a wheelchair); cognitive (intellectual impairments); perceptual (learning disability) and mental health disabilities;
 - b) a maximum of three (3) members who may not have a disability;
 - One (1) of whom shall be a member of Council.
- 5.2 The Chair of the committee may be the member of Council appointed to the committee.
- 5.3 A Vice Chair shall be elected by the MAAC annually, from within its members.

6.0 MEMBER QUALIFICATIONS

- 6.1 Each member of the MAAC is an independent representative to the committee and does not represent the concerns of only one disability or group. The members of this committee shall work together for the purpose of developing a common approach that is reasonable and practical.
- 6.2 Members shall be chosen for their special expertise, experience, dedication and commitment to the mandate of the MAAC in promoting and facilitating a barrier free Town to persons of all abilities.

7.0 TERM OF APPOINTMENT

- 7.1 The Council member on the committee is appointed for the term expiring at the end of each term of Council.
- 7.2 Members of the MAAC shall serve for the term of Council and may be re-appointed.
- 7.3 Citizen appointments to the first MAAC may be appointed to serve until the expiration of the term of the 2003-2006 Council of the Town.

8.0 MEETINGS AND CONFLICT OF INTEREST

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- 8.1 Meetings of the Committee shall be conducted in accordance with the Town of Milton's Procedural By-law.
- 8.2 Meetings will be held monthly or on an as needed basis at Town Hall.
- 8.3 In addition to provision number eleven (11) of Policy 01-29, minutes of the meetings shall also be circulated to the Milton Public Library for its information.
- 8.4 In the event of a pecuniary interest, the Municipal Conflict of Interest Act shall be the guide for members of the committee.

9.0 RESOURCES

- 9.1 The staff liaison for the MAAC will be assigned through the Community Services Department. It will be the liaison's responsibility to guide the committee in the completion of the statutory responsibilities of the committee. Further advisory resources are assigned by Senior Management on an as needed basis.
- 9.2 Upon request of the staff liaison, administrative support staff will be provided through the Executive Services Department, Clerk's Division for the preparation of agendas and minutes.
- 9.3 Members will be supported with the necessary resources to fully participate in the MAAC (sign language interpretation, Braille translation services, etc).
- 9.4 Starting with 2004, a budget will be developed and administered through the Community Services Department for necessary resources for the committee. In 2003, the necessary expenditures will be accommodated in the approved operating budget for the Town.

10.0 REIMBURSEMENT FOR EXPENSES

- 10.1 Each member of the MAAC shall serve without remuneration, but may be reimbursed by the Town for any necessary expenses incurred while engaged in official duties, within the approved budget of the MAAC.