

**2016 / 17  
Municipal  
Accessibility  
Plan**





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### **Municipality**

Town of Milton  
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Milton, Ontario  
L9T 6Z5

### **Website**

[www.milton.ca](http://www.milton.ca)

### **Key Contacts**

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This document is available in a variety of accessible formats upon request. To make a request, contact the Legislative Administrator at the information provided above.



### Section 1: Introduction

#### 1.1 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 corporate accessibility projects and initiatives, including the preparation, implementation and effectiveness of the Town's annual accessibility plan.

The ODA also stipulates other municipal obligations including:

- 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 accessible parking permits; and
- Municipalities will increase the minimum penalty for misuse of accessible parking spaces, under municipal by laws, to \$300.

In June 2005, the Accessibility for Ontarians with Disabilities Act (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 was the first Canadian jurisdiction to regulate accessibility standards. On December 5, 2013, Manitoba became the second province to enact accessibility legislation. Similar to the standards-based framework introduced through the AODA, the Accessibility for Manitobans with Disabilities Act (AMA) will develop and regulate accessibility standards in a variety of industries, including customer service.

Under the AODA, 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. Standard Development Committees were established in the following areas:



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- Customer Service
- Information and Communications
- Employment
- Transportation
- The Built Environment

Each of these provincial standards has established implementation targets and compliance requirements for obligated organizations. In addition, all five standards will be, subsequently, reviewed and updated every five years until 2025.

In May 2010, the first independent review of the AODA was released. Conducted by Charles Beer, the report recommended that, in order to meet the 2025 deadline, the province harmonize the standards related to information and communications, employment, and transportation. As a result, on July 1, 2011, the Ontario government enacted the Integrated Accessibility Standards (Ontario Regulation 191/11 under the AODA).

In December 2012, the Ontario government enacted the Design of Public Spaces Standards. Also known as the Accessibility Standards for the Built Environment, these standards provide technical requirements for the design and construction of new or significant renovation to, external elements, including:

- Recreational Trails and Beach Access Routes
- Public-Use Eating Areas
- Outdoor Play Spaces
- Exterior Paths of Travel
- On and Off Street Parking
- Service Counters, Fixed Queuing Lines, and Waiting Areas
- Maintenance

The Town of Milton was required to comply with the Design of Public Spaces Standards by January 1, 2016 and it has. Technical accessibility requirements for the design and construction of new or significant renovation to, interior elements have been incorporated into the revised Ontario Building Code. Amendments to the barrier-free sections of the Code took effect on January 1, 2015.

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 every two years, and must be available to the public. In addition, the compliance branch of the Accessibility Directorate of Ontario (ADO) may conduct a random file audit to determine if the organization has met its compliance requirements. During the audit, an organization will be required to produce, on demand, any documents or reports requested by the auditor.



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Non-compliance could 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.

### 1.2 Town of Milton

As Milton continues to grow, Town Council and staff are committed to creating and maintaining an accessible and inclusive community for all residents. This commitment is recognized and fulfilled through:

- Being a leader in accessibility by meeting or exceeding compliance timelines of legislated requirements;
- Providing universal mobility for everyone through the provision of snow removal, transit, and accessible sidewalks;
- Identifying and completing accessibility upgrades within Town facilities and parks, such as the provision of accessible play equipment;
- Being pro-active about making accessibility a design priority through the development of Milton's Facility Accessibility Design Standards;
- Providing accessible information and communication tools such as a website, that meets level A requirements under the Web Content Accessibility Guidelines, TTY machines at various Town facilities, the StageFly app at the Milton Centre for the Arts, and assistive technologies at the Milton Public Library; and
- Ensuring that persons with disabilities are well represented in all aspects of the community, including representation on various Town committees.

In order to meet the needs of Milton's growing population, now, and in the future, a new strategic action plan has been prepared entitled "Destiny Milton 3" (DM3). DM3 establishes the over-arching vision, goals and actions the Town will endeavor to undertake when making decisions within its areas of responsibility.

Town of Milton Vision: "Together, the future is ours to innovate."

Town of Milton Goals:

- Vibrant and Connected Community;
- Economic Growth;
- Financial Sustainability;
- Enhanced Communication; and
- Organizational Effectiveness.



## Section 2: Accessibility Committees

### 2.1 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. Subsequent to these appointments, the first committee meeting was held on July 9, 2003. As a result, on September 30, 2003, the first annual accessibility plan was approved by Town Council.

In conjunction with the October 2014 municipal election, the committee’s Terms of Reference were updated and new members were appointed for the 2014-2018 term of office. MAAC plays a critical role in advising the Town on accessibility matters.

The members of the Milton Accessibility Advisory Committee are:

Carole Sharp (Chair)	Michael Summers
Wayne Beauchamp	Dominique Sedlezky
Arnold Huffman (Town Councillor)	Jerry Steiner

Staff support is provided by the Legislative Administrator.

### 2.2 Corporate Accessibility Committees

In 2008 and 2011, respectively, two corporate accessibility committees were established.

#### 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 all Departmental Service Plans.
- The committee’s objectives include:



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- 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.

The members of the Corporate Accessibility Committee include:

Name	Title	Department
Joy Anderson	Director, Recreation Services	Community Services
To be determined	Human Resources	Corporate Services
John Brophy	Director, Infrastructure	Engineering Services
Jodie Sales	Manager, Corporate Communications and Marketing	Executive Services
Brett Stein	Legislative Administrator	Corporate Services
Dave Pratt	Acting Fire Chief	Fire Department
Brian Yundt	Coordinator, Building Inspection	Planning & Development

### **b) Integrated Accessibility Standards Subcommittee**

- The membership includes representation from each municipal department, whose job functions are specifically related to information and communications, employment, or transportation.
- Meetings are held at the call of the Chair.
- The responsibilities of the subcommittee are:
  - Work collaboratively, both on an individual and group basis, on the development and implementation of compliance requirements, including, but not limited to policies and procedures, a corporate training program, and accessibility plans.
  - Consider the impact of related legislation, so as to not duplicate existing projects within the Corporation.
  - Support the intent and implementation of IAS-related initiatives within their respective staff teams and departments.
  - Work collaboratively with their departmental Corporate Accessibility Committee counterparts to ensure project implementation within their respective departments.



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The members of the Integrated Accessibility Standards Subcommittee are:

<b>Name</b>	<b>Title</b>	<b>Department</b>
Lisa Brown	Supervisor, Administration	Community Services
Hazel Carlin	Coordinator, Marketing & Communications	Community Services
To be Determined	Human Resources	Corporate Services
Linda Nielsen Taylor	Webmaster	Corporate Services
Tony D'Alessandro	Coordinator, Transit	Engineering Services
Jodie Sales	Manager, Corporate Communications and Marketing	Executive Services
Brett Stein	Legislative Administrator	Corporate Services
Dave Pratt	Acting Fire Chief	Fire Department
Debbie Johnson	Planning Administrator	Planning & Development



### **Section 3: 2016 Achievements**

#### **3.1 Milton Accessibility Advisory Committee**

Throughout 2016, members of the Milton Accessibility Advisory Committee (MAAC) worked on a variety of initiatives and obtained the following achievements.

- Reviewed three park designs
- Participated in the National Access Awareness Week
- Participated in the Halton Community Resource Fair
- Reviewed the 2016/ 2017 Municipal Accessibility Plan
- Participated in the Public Information session for the 2017 Milton Transit Accessibility Plan
- Participated in the Milton Chamber of Commerce small business breakfast seminar
- Conducted site plan reviews, and comments were sent to the appropriate staff in the Planning & Development department

#### **3.2 Corporate Achievements**

Through their mandate of breaking down barriers and increasing corporate accessibility, staff, including the members of the Corporate Accessibility Committee and Integrated Accessibility Standards Subcommittee, obtained the following achievements.

- Staff responsible for authoring documents that are published on the Town's website received training on how to create accessible digital documents in Word, Excel, and PowerPoint.
- The 2016/2017 Municipal Accessibility Plan was presented to Council.
- The 2017 Milton Transit Accessibility Plan was presented to Council.
- Eliquo Training and Development continue to convert online forms into accessible fillable forms. This project increases the overall accessibility of the content offered on the Town's website.
- Ontario Interpreting Services are the new sign language interpreters.
- The Town continues to fulfill resident requests for American Sign Language interpreters for various Town meetings, events, and programs.
- New staff, throughout the Corporation, continued to be trained on the Accessibility Standards for Customer Service and the Integrated Accessibility Standards.
- The Legislative Administrator continued to receive and address questions and feedback from the public related to accessibility matters.



## **Section 4: Future Goals**

### **4.1 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 sector, by continuing to work with the Chamber of Commerce and the Downtown Business Improvement Area, in meeting their compliance obligations under the Accessibility Standards for Customer Service and the Integrated Accessibility Standards.
- Continue to review and monitor the overall accessibility of the Town's website.
- Continue attending forums and joint committee meetings, as needed, to further develop the skills and knowledge of committee members.
- Continue to review site plans for publicly and privately owned construction projects in Milton, and provide feedback on accessibility issues to the appropriate staff in the Planning & Development department.
- Provide input on the annual accessibility capital budget program.
- Continue to work with Milton Transit by providing feedback on policy and service amendments related to Milton access+.
- Continue to attend, and participate in, Town public information sessions related to accessibility.
- To provide consultation on any newly constructed, or significantly renovated, recreational trails and outdoor play spaces.
- Continue to work with staff to provide insight and feedback on corporate accessibility projects and initiatives.



## Section 5: Departmental Projects

This section provides a status update on the projects and initiatives, undertaken by each department, to remove and prevent barriers facing residents and visitors with disabilities. Furthermore, it identifies future projects designed to enhance and promote accessibility and inclusion throughout the Town’s goods, services, programs, products, and facilities.

### 5.1 Community Services Department

Project	Status	Plans for Completion
Facility Upgrades: Execute the approved capital budget program for 2016 for all facilities and parks, including accessibility.	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Milton Community Park Phase 4A - construction was completed in the fall of 2016 and this park area is currently open for public use.
	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Parks Construction - as new parks are constructed and existing parks are redeveloped, staff continue to ensure that all areas meet accessibility requirements under the Design of Public Spaces Standards.
Update standard operating procedures for persons with disabilities to access and participate in recreation programs	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	The updated procedure allows staff to be consistent in their approach in working with persons with disabilities, and provides a transparent process for participants to access recreation programs.
Accessibility feedback process for facility upgrades	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	A formal process for receiving and addressing feedback related to accessibility within Town facilities has been finalized.
Para-Cycling Program Development	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	The Town successfully offered a number of “try-it” para track cycling opportunities for a number of athletes who are blind or living with low vision. A significant amount of para cycling equipment was purchased through funds acquired from the grant.
Accessibility Audit – Complete review and audit of Town facilities to confirm compliance with the accessibility requirements in the Ontario Building Code and the Design of Public Spaces Standards.	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	This audit is complete.
Facility Upgrades: Execute the approved capital budget program for 2017 for all facilities and parks, including accessibility.	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Design and construction work is at various stages of completion. Work is ongoing as there is a wide variety of projects within the program.



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Sherwood Community Centre	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Currently completing design, construction scheduled to begin in the summer of 2017 and the facility is expected to open in the spring of 2019.
Fire Station #1 Redevelopment	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	KNYMH has been hired to redesign Station #1 working with Town and MFD staff. Accessibility is be addressed through this process meeting all applicable standards.
The incorporation of accessibility features or components into existing programs or services	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Accessibility measures are reviewed and considered where appropriate when station maintenance or capital budget projects are discussed (ie. Station #5).
All new and future staff hired with the Corporation will complete the mandatory accessibility training.	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Accessibility training will be provided to all new staff during their orientation, and to those staff who require it to perform their duties.
Creating all new documents and applications in accessible formats.	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	All new and future applications, as required under the Planning Act, will be created in an accessible format.

### 5.2 Corporate Services Department

Project	Status	Plans for Completion
New Occupant Emergency plans to include considerations for people with disabilities	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Fire Safety Plans are being developed for new facilities. These plans will include provisions for people with disabilities.
Convert existing and any new documents that are posted on the web to accessible documents.	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Ongoing creation and conversion of accessible documents to be posted on the web. Large and complex documents are sent to Eliquo Training and Development for conversion.
Development and implementation of a formal process for receiving and addressing feedback related to accessibility issues within Town facilities.	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	This is a joint venture between the Town Clerk's Division and Facility Services. For more information, refer to section 5.1 above.
Accessibility audit of Town facilities and the development of Milton Facility Accessibility Design Standards.	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	In 2016, The Herrington Group and DesignABLE Environments were hired to conduct an accessibility audit of 37 Town facilities, and develop the new Milton Facility Accessibility Design Standards. The audit has been completed.



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Development of a default accessible style set for document creation using Microsoft Word 2010.	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	A default accessible style set template has been developed for Microsoft Word 2010. As part of a corporate-wide upgrade to Microsoft Office 2010, Information Technology staff has begun installing the template. The template will continue to be installed on staff computers during the next upgrade, scheduled for 2017.
New online program registration software called PerfectMind to be AODA level AA compliant.	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	PerfectMind has been contracted to provide AODA level AA compliance for our initial installation with promise of further amendments as required by changes to the legislation.
Revise the Town's Accessible Customer Service policy.	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Incorporated new legislated requirements for Accessibility Standards for Customer Service into the existing policy.
Train staff on the revised Accessible Customer Service policy and associated procedures.	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Develop a revised corporate training brochure, and update the online training modules to reflect the new legislated requirements under the Accessibility Standards for Customer Service.
Creating new documents in accessible formats.	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Fire Prevention staff continue to attend Accessible Document training through the Town and as each document is revised or stock replenished it is converted into an accessible format.
Next Generation Bell T911 system upgrades (the general intent is to allow any incoming emergency 911 calls being received from people who are Deaf, hard-of-hearing, or have a speech impairment to be received via text messaging)	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Town Of Milton Fire and I.T. staff completed work with Halton Region Police Services and Bell Canada to system upgrades. The T911 system has been installed but can't talk directly to caller to date.
Additional accessibility training for staff	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Provide opportunities related to accessibility training for staff who require it to perform their duties and to those that express an interest in completing it. This will be completed on an ongoing basis as required.
All new and future staff hired with the Corporation will complete the mandatory accessibility training.	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Accessibility training will be provided to all new staff during their orientation, and to those staff who require it to perform their duties.
Creating all new documents and applications in accessible formats.	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	All new and future applications, as required under the Planning Act, will be created in an accessible format.



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### 5.3 Engineering Services Department

Project	Status	Plans for Completion
Installation of accessible pedestrian signals and tactile warning surface indicators.	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Accessible pedestrian signals have been installed at Louis St. Laurent and Farmstead Dr., Louis St. Laurent and Savoline Blvd, and .Louis St. Laurent and Leger Way.
Installation of accessible pedestrian signals and tactile warning surface indicators.	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Accessible pedestrian signals and tactile warning surface indicators will be installed at McLaughlin Ave. and Bronte St. Accessible pedestrian signals will be installed at Louis St. Laurent and Commercial Plaza.
All new and future staff hired with the Corporation will complete the mandatory accessibility training.	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Accessibility training will be provided to all new staff during their orientation, and to those staff who require it to perform their duties.
Creating all new documents and applications in accessible formats.	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	All new and future applications, as required under the Planning Act, will be created in an accessible format.

### 5.4 Executive Services Department

Project	Status	Plans for Completion
Public Engagement Review	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	The development of a Community Engagement Plan (per Destiny Milton 3) will take into account accessibility needs and guidelines to remove and prevent barriers to public engagement.
Fire Station #1 Redevelopment	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	KNYMH has been hired to redesign Station #1 working with Town and MFD staff. Accessibility is be addressed through this process meeting all applicable standards.
Research opportunities to build on Emergency Response for vulnerable persons in Milton	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Fire Prevention staff completed a registry of vulnerable occupancies as defined by the OFMEM, and continue to review requirements to assist vulnerable persons with emergency response evacuation practices. Staff will continue to work with vulnerable persons to promote fire and life safety opportunities.
Accessibility of fire safety for Milton's vulnerable occupants.	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Investigate opportunities to provide fire and life safety initiatives to vulnerable occupants (i.e. smoke alarm alert devices)



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All new and future staff hired with the Corporation will complete the mandatory accessibility training.	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Accessibility training will be provided to all new staff during their orientation, and to those staff who require it to perform their duties.
Creating all new documents and applications in accessible formats.	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	All new and future applications, as required under the Planning Act, will be created in an accessible format.

### 5.5 Planning and Development Department

Project	Status	Plans for Completion
Creating new documents in accessible formats	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	To be completed as documents are created over the course of 2017. Waiting to review the newly updated forms.
The incorporation of accessibility features or components into existing programs or services	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	As site plans are reviewed, staff will continue to ensure that all new accessibility requirements, under the Ontario Building Code and Design of Public Spaces Standards have been incorporated.
All new and future staff hired with the Corporation will complete the mandatory accessibility training.	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	Accessibility training will be provided to all new staff during their orientation, and to those staff who require it to perform their duties.
Creating all new documents and applications in accessible formats.	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Not Started	All new and future applications, as required under the Planning Act, will be created in an accessible format.



## **Section 6: Integrated Accessibility Standards (IAS)**

### **6.1 2016 Compliance Status Update**

In accordance with section four (4) of the IAS (O. Reg. 191/11 under the Accessibility for Ontarians with Disabilities Act, 2005), the Town is obligated to provide an annual status update on its multi-year Accessibility Plan.

The 2016 status update focuses on the initiatives undertaken by the Town, throughout the year, to comply with our legislated requirements under this Regulation.

#### **6.1.1 Employment Standards**

Outlines how the town will make employment practices and its workplace more accessible to potential and existing employees with disabilities. All of the Town's compliance obligations, under the Employment Requirements, were met in 2014. The following are the legislated requirements under this category for 2016.

##### **Recruitment (s. 22-24)**

Notify employees and the public about availability of accommodation for applicants with disabilities in the recruitment processes.

##### **2016 Key Actions**

- Employment opportunities web page includes statement of availability of accessibility accommodations in the recruitment process.
- Acknowledgement statement on job applications includes statement of availability of accessibility accommodations in the recruitment process.
- Selected applicants are notified that accommodations are available on request.
- Successful applicants are notified of the Town's policies for accommodating employees with disabilities.

##### **Employee Accommodation (s. 25-26 & 28)**

Notify employees about availability of accommodation for employees with disabilities.

- Employees are notified of the Town's policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.
- New employees are provided with the above information as soon as practicable after they begin their employment.
- Employees are provided updated information whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.
- When requested, employees with a disability are consulted with to provide or arrange for the provision of accessible formats and communication supports for information that is needed in order to perform the employee's job and information that is generally available to employees in the workspace.



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- Employees with a disability are consulted with to determine the suitability of an accessible format or communication support.
- Written process for the development of documented individual accommodation plans for employees with disabilities shall be in place
- Individual accommodation plans include:
  - The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.
  - The means by which the employee is assessed on an individual basis.
  - The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.
  - The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.
  - The steps taken to protect the privacy of the employee's personal information.
  - The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
  - If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
  - The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.
- Individual accommodation plans shall
  - If requested, include any information regarding accessible formats and communications supports provided.
  - If required, include individualized workplace emergency response information.
  - Identify any other accommodation that is to be provided.

### **Employees Returning to Work (s. 29)**

Notify employees returning to work about availability of accommodation for employees with disabilities.

- Shall develop and document a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.
- The documented individual accommodation plans for return to work shall outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability require them to be away from work.
- The process does not replace or override any other return to work process created by any other statute.



### **Performance Management, Career Development and Redeployment (s. 30-32)**

Notify employees with a disability when performance management, career development and advancement are used.

- The Town will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans when using its performance management process; when providing career development and advancement; and when redeploying employees in respect of employees with disabilities.

### **6.1.2 Transportation Standards**

Outlines how the town will make it easier for anyone to use its public transportation services. There were no legislated requirements for 2016.

For further information on Milton Transit's ongoing strategy for meeting its compliance requirements under the Transportation Standards, please refer to the 2017 Milton Transit Accessibility Plan. The Plan can be found at [www.miltontransit.ca](http://www.miltontransit.ca).

### **6.1.3 Information and Communication**

Outlines how the town will make communications more accessible.

#### **Accessible Formats and Communication Supports (s. 12)**

Provide, upon request, accessible formats or communications.

- The town will, upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities;
  - In a timely manner that takes into account the person's accessibility needs; and
  - At a cost that is no more than the regular cost charged to other persons.
- The town will consult with the person making the request in determining the suitability of an accessible format or communication support.
- The town will notify the public about the availability of accessible formats and communication supports.



## **Section 7: Conclusion**

Council and staff continue to work towards creating a universally accessible community by systematically removing barriers to persons with disabilities. These barriers include physical, informational, attitudinal, technological, and barriers created by policies or practices.

Considering the purpose of the AODA is to develop, implement and enforce accessibility standards, with respect to goods, services, information and communication, facilities, accessibility accommodations, employment, buildings, structures and premises, the Town is committed to continuing its pursuit in the prevention and removal of barriers to persons with disabilities. Not to mention that it is simply, the right thing to do and makes good economic sense.

The Town has made several important accessibility improvements within our by-laws, facilities, policies, programs, practices and services. It is in our best interest and in the interest of our community to continue to move forward in the identification, removal, and prevention of barriers.

Feedback on the accessibility of its facilities, programs, and goods and services is always welcome. Please contact the Corporate Services department as indicated below:

Phone: 905-878-7252, ext. 2109

TTY: 905-878-1657

E-mail: [accessibility@milton.ca](mailto:accessibility@milton.ca)



## Appendices

### Appendix A: Definitions and Acronyms

**Accessible Formats:** May include, but are not limited to, large print, plain language, recorded audio, or electronic, such as Word, PDF, Rich Text, or HTML, formats, Braille, and other formats used by persons with disabilities.

**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.

**Career Development and Advancement:** Providing additional responsibility within an employee's position, and the movement of an employee from one job to another within the organization that may be higher in pay, provide greater responsibility, or be at a higher level in the organization.

**Communication Supports:** May include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communication.

**Communications:** The interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received.

**Conventional Transportation Service Provider:** A designated public sector transportation organization that provides conventional transportation services solely within the province of Ontario.

**Conventional Transportation Services:** Any public passenger transportation services on transit buses, motor coaches or rail-based transportation that operate solely within the Province of Ontario and that are provided by a designated public sector transportation organization.

**Conversion Ready:** An electronic or digital source document or format that facilitates conversion into an accessible format. For example, a Word or text-based document into large print, plain language, accessible PDF or Braille-ready format.

**Designated Authority:** An individual, or group of individuals, who have the ability to make decisions related to the administration and operation of a particular good, service, or facility. For example, the Coordinator, Transit would possess this authority when delivering local conventional and specialized transit services.



### **Disability:**

- 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*. – section 10, Ontario Human Rights Code, 1990

**Information:** Data, facts, and knowledge that exists in any format, including text, audio, digital, or images, that convey meaning.

**Medical Aid:** An assistive device which may include, but is not limited to, respirators and portable oxygen supplies.

**Mobility Aid:** A device used to facilitate the transport, in a seated posture, of a person with a disability. Examples include, but are not limited to, wheelchairs, scooters, and walkers.

**Mobility Assistive Aid:** A cane, walker, or similar aid.

**Performance Management:** Assessing and improving employee performance, productivity, and effectiveness with the goal of facilitating employee success.

**Redeployment:** To assign an employee to another job or department, within the organization, as an alternative to layoff, when a particular job or department has been eliminated within the organization.

**Specialized Transportation Service Provider:** A designated public sector transportation organization that provides specialized transportation services that operate solely within the Province of Ontario.

**Specialized Transportation Services:** Public passenger transportation services that,

- Operate solely within the Province of Ontario.
- Are provided by a designated public sector transportation organization.
- Are designed to transport persons with disabilities.

**Support Person:** Another person, identified by the service provider, who accompanies the person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.



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**On-Demand Taxicab:** A motor vehicle as defined in the *Highway Traffic Act*, other than a car pool vehicle, having a seating capacity of not more than six persons, exclusive of the driver, hired for one specific trip for the transportation exclusively of one person or group of persons, one fare or charge only being collected or made for the trip and that is licensed as a taxicab by a municipality.

**Timely Manner:** An action or task performed and accomplished in an appropriate time frame, as determined by the staff identified in the corresponding procedure. For example, five business days to transfer a written document into an accessible format.

**Transit Bus:** A motor vehicle designed for carrying 10 or more passengers, and used for the transportation of persons.

### Acronyms

**AODA:** Accessibility for Ontarians with Disabilities Act

**IAS:** Integrated Accessibility Standards

**MAAC:** Milton Accessibility Advisory Committee

**ODA:** Ontarians with Disabilities Act

**WCAG:** Web Content Accessibility Guidelines



### **Appendix B: Corporate Departments**

#### **Community Services**

The Community Services Department contributes to the quality of life and a healthy and sustainable community through the provision of recreation, parks and cultural services. We work to engage and partner with the community in providing safe, enjoyable and quality experiences.

The responsibilities of the department include:

- Programming of visual and performing arts and cultural activities
- Planning and staging of performances and shows to meet the needs of Milton's diverse demographic;
- Programming of recreation, fitness and leisure activities;
- Planning to meet the leisure needs of the community;
- Publishing of the Community Services Guide;
- Scheduling of baseball diamonds and soccer fields as well as scheduling and maintenance of community halls, arenas, gymnasiums, meeting rooms, parks and pools;
- Development of new parks, programs and facilities;
- Managing and developing civic/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.
- Development of new parks;
- Maintenance and care of existing parks and open space;
- Working with community groups and organizations;
- Development and funding support for community groups and organizations; and
- Planning and staging of community events.

#### **Corporate Services**

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 and Town Clerk. 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 Town Clerk also provides impartial procedural advice to Council; ensures due process is followed; records Council decisions; and conducts municipal elections.

#### **Finance**

- 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
- Procurement of goods and services;
- Sale of surplus goods;
- Inventory management; and
- Insurance claims and risk management.
- Billing and collection of property taxes;
- Property tax adjustment programs; and
- Property assessment 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.

### **Town Clerk's Division**

- By-law Enforcement;
- Corporate Freedom of Information;
- Parking enforcement;
- Online parking ticket payments;
- Marriage Licensing;
- Taxi Cab and Driver Licensing;
- Death Record Registry;
- Municipal Elections;
- Animal Control;
- Weed Control;
- Board and Committee Appointments;



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- Corporate Accessibility; and
- Business and Lottery Licensing.

### **Engineering Services**

The Engineering Services department provides seamless service delivery, of engineering related matters, to residents and businesses in Milton. 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**

- 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)
- Crossing Guard Program;

#### **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



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- Installation and maintenance of ditching and drainage systems.

### **Executive Services**

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

Services provided through this department include:

- Activities of the Mayor;
- Public and Corporate relations;
- Strategic Planning;
- Economic Development;
- Fire Services;
- Emergency Management.

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 Milton Fire Department provides public education, fire prevention and fire protection services to the residents and visitors to the Town of Milton.

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

### **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.

The department's 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;



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