



# Five Year Accessibility Plan

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2016-2020

The City of Pickering  
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# Five Year Accessibility Plan

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## The City of Pickering

The City of Pickering is Toronto's eastern neighbour and home to a growing community that blends business opportunities, cultural diversity and historical rural settings with a picturesque Lake Ontario waterfront.

The City of Pickering is committed to making Pickering an attractive place in which to live, work and invest. Within 22,652 hectares, the City boasts top-quality municipal sports fields and recreation programs, a quarter-million square foot recreation complex, a 19<sup>th</sup> century living history museum, libraries, dozens of community and neighbourhood parks, conservation areas, waterfront facilities and hiking trails.

With an estimated population 95,000, The Corporation of the City of Pickering employs approximately 400 staff to meet the needs of its residents. The Corporation also maintains satellite facilities for Library Services, Fire Services, Recreation Complex, Community Centres, Pickering Museum Village, Bentley House and the municipal Operations Centre.

The Corporation operates within five (5) departments headed by the Chief Administrative Officer (and the divisions within the Office of the CAO).

### Office of the CAO

- City Administration
- Human Resources

### Corporate Services & City Solicitor

- Finance
- City Clerk
- Property & Development Services
- Information Technology

### Engineering & Public Works

- Capital Projects & Infrastructure
- Water Resources & Development Services
- Transportation & Traffic
- Operations & Fleet Services

### Culture & Recreation

- Recreation Services
- Facility Programs
- Cultural Services
- Facilities Operations

### City Development

- Planning
- Building Services
- Information & Support Services
- Sustainability & Economic Development

### Fire Services

- Operations
- Training & Prevention

Library Services are the responsibility of the Pickering Public Library Board which is appointed by Pickering Council.

## Legislation

The Province of Ontario has established accessibility for its citizens as a priority, setting a goal of full accessibility by 2025.

To realize that goal, the Province has enacted legislation and established standards for all organizations within the Province to attain, according to incremental deadlines.

The *Ontarians with Disabilities Act, 2001 (ODA)* established the goal of full participation in the life of the Province for persons with disabilities. This will be accomplished by providing for their involvement in the identification, removal and prevention of barriers to that full participation.

The *ODA* also made requirements for municipalities to establish Accessibility Advisory Committees and, in consultation with them, to develop annual Accessibility Plans.

The *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* created procedures for developing and implementing standards to meet the individual goals of the *ODA*.

The standards already developed include:

- Accessibility Standards for Customer Service
- Information & Communications Standards
- Employment Standards
- Transportation Standards
- Design of Public Spaces (Accessibility Standards for the Built Environment)

Each Standard provides guidelines and deadlines for organizations in the Province, with one or more employees, to follow and to meet.

## Consultation

Development of the City of Pickering's Accessibility Plan 2016-2020 brought together staff representatives from across the City's administration as a Core Staff Accessibility Committee. It also involved a consultation process with the Pickering Accessibility Advisory Committee.

The Core Staff Accessibility Committee meets regularly throughout the year. During the development of the Plan, the Committee reviewed the legislative requirements of the ODA, the AODA and the Accessibility Standards developed under the AODA. In consultation with other staff in their particular area of responsibility, they developed action plans to meet or exceed those legislative requirements.

As implementation of the Plan proceeds, the Committee reports on what progress has been made and reviews the legislative requirements and updates. They also consider recommendations made by the Accessibility Advisory Committee and other members of the community to determine what changes or additions may be required to the Plan.

The City of Pickering Accessibility Advisory Committee (AAC) was created as a requirement of the *Ontarians with Disabilities Act 2001 (ODA)*. Its role is to advise Pickering Council on issues relating to accessibility in the City's activities.

In 2015, the AAC reviewed the 2016-2020 Accessibility Plan, provided comments, and recommended adoption of the Plan by Council. The AAC continues to review the Plan annually, and provides input and recommendations for periodic updates.

## The Standards

### Accessible Customer Service Standards

Having access to goods and services is essential in our daily lives. This Standard sets out how businesses, service providers and other organizations must go about providing equal access to those goods and services for persons with a disability.

### Information and Communications Standards

We live in an information age. Having access to information and a means to exchange information is vital in our society. This Standard provides the requirements for the manner in which information and communication supports must be provided to persons with a disability.

### Employment Standards

Equal access to employment opportunities is a major right included in the Ontario Human Rights Code. The Employment Standards set out the requirements and responsibilities of employers, as well as employees or prospective employees who have a disability, as they move through all stages of the employment process.

### Transportation Standards

The ability to travel throughout our communities is essential for many facets of our daily lives, including employment, shopping, accessing health services, and for recreation. The Transportation Standards set out requirements for organizations which provide transportation services, as well as municipalities who may regulate those services. This includes both physical requirements for the mode of transportation, as well as the manner in which those services are provided for a person with a disability.



## Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

The design of the physical environment that we build around us can create barriers, not only for people with mobility problems, but also for people with many other types of disabilities such as hearing or vision impairment, or various types of learning disabilities.

This Standard<sup>1</sup> focuses on preventing the creation of barriers in public spaces to allow equal access to persons with a disability. This includes such spaces as outdoor eating and play spaces, trails and sidewalks, parking facilities, exterior ramps and paths of travel, and indoor service counters and waiting areas.

During the standards development process, a number of recommendations were provided to the Ontario Ministry of Municipal Affairs and Housing for possible inclusion in subsequent versions of the *Ontario Building Code*.

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<sup>1</sup> Separate from this Standard, the *Ontario Building Code (OBC)* regulates most aspects of the construction of buildings and other structures within the Province of Ontario. Prior to the development of accessibility standards under the AODA, the *Ontario Building Code* already included many provisions for accessibility.

## The Plan

The 2016-2020 Accessibility Plan has two (2) main focuses:

- meeting the legislative requirements mandated by the Province of Ontario. These legislative requirements provide the framework for creating accessible communities
- removing existing barriers. While not always required by legislation, the City of Pickering is working towards removing existing barriers throughout its facilities, services and programs. This portion of the Plan is contained in Appendix A and is intended to be updated annually as part of the budget planning process

When the original Plan was developed and accepted by Council in 2011, it contained procedures to implement the first four (4) of the Standards. The most recent of the Standards, Design of Public Spaces Standards (Accessibility Standards for the Built Environment), had not yet been enacted. This Standard came into effect on January 1, 2013 with targets for the City of Pickering to meet, beginning in 2016.

The Core Staff Accessibility Committee, in consultation with the Pickering Accessibility Advisory Committee, is developing procedures for the implementation of the Design of Public Spaces Standards which are contained in this revised Plan.

The Plan is divided into sections for each of the five (5) existing Standards as well as Appendix A which relates to changes and additions to services, programs and facilities that are not mandated by Provincial legislation.

Efforts have been made to ensure that information in charts is accessible, but should you experience any difficulty in accessing the information, please contact the Customer Care Centre to request an alternate format.

## The Plan: Accessible Customer Service Standard

The Accessible Customer Service Standard came into effect on January 1, 2008. At that time, the City of Pickering developed its Accessibility Standards for Customer Service Policy which contains procedures for implementing the Standard. By the implementation date of January 1, 2010, the City had met the requirements for the Standard.

The City of Pickering continues to:

- train staff and volunteers
- to monitor its customer service in order to maintain and improve upon the level of accessibility in its programs and services

This Accessibility Standards for Customer Service Policy was reviewed and updated in 2014 and is available on the City's website at [pickering.ca](http://pickering.ca).

## The Plan: Information & Communications Standards

The City of Pickering has met all of the current requirements of the Information & Communications Standards and will continue to:

- provide information in a range of accessible formats, when requested, to suit the needs of a person's disability, including any public documents and emergency plans
- provide communications supports, when requested, to suit the needs of a person's disability
- provide a public feedback process, providing for accessible formats and communications supports, upon request, to suit the needs of a person's disability
- provide notice to the public of the availability of alternate formats and communications supports on the City's website and in print material
- maintain its website to conform with World Wide Web Content Accessibility Guidelines (WCAG) 2.0 level AA, monitoring additional content to ensure its compliance

As well as the activities noted above, the Pickering Public Library will also:

- provide access to accessible materials where they exist
- continue the process of digitizing its local history collection to ensure that it is accessible
- maintain its website to conform with the WCAG 2.0 level A guidelines and plan for meeting level AA guidelines by 2021.

## The Plan: Employment Standards

To work towards removing barriers to employment for people with disabilities, the City of Pickering has complied with the regulations under the Employment Standard and will continue:

- to consult with applicants and employees to determine their accommodation requirements as the result of a disability
- to provide accommodations throughout the employment cycle when requested by applicants and employees, suitable to the needs of their disability
- to provide an individual accommodation plan that includes emergency response procedures and with provisions for periodic review and updating
- to provide notification to both employees and members of the public of the availability of accommodation for persons with a disability
- to provide a return to work process for employees who have been absent due to a disability and require disability-related accommodations in order to return to work

## The Plan: Transportation Standards

Most of the requirements of the Transportation Standards relate to the operation of transportation systems. The City of Pickering, however, does not own or operate a transportation system, but is responsible for the regulation of taxicabs within the municipality.

Through consultation with the Pickering Accessibility Advisory Committee and members of the public, the City of Pickering continues to monitor on-demand accessible taxicab service in the community to determine the need for any changes in the existing levels of service.

## The Plan:Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

### Recreational Trails and Beach Access Routes

Compliance Date	Legislated Requirement/Purpose	Area of Responsibility	Action Plan or Status
January 1, 2016	Consultation with the public and persons with disabilities, including the municipal Accessibility Advisory Committee, on the development of recreational trails	Engineering & Public Works, Capital Projects & Infrastructure Section, Senior Coordinator, Landscape & Parks	Plan and implement procedures for public consultations for trail development projects
January 1, 2016	Meet technical standards regarding development of trails as laid out in the Design of Public Spaces Standards, including applicable signage	Engineering & Public Works, Capital Projects & Infrastructure Section, Senior Coordinator, Landscape & Parks Development	Incorporate The Technical Requirements for Recreational Trails of the Design of Public Spaces Standard into the planning process for trail development

The Plan: Design of Public Spaces Standards (Accessibility Standards for the Built Environment)  
**Recreational Trails and Beach Access Routes (Cont'd)**

Compliance Date	Legislated Requirement/Purpose	Area of Responsibility	Action Plan or Status
January 1, 2016	Meet technical requirements regarding development of beach access routes as laid out in the Design of Public Spaces Standards	Engineering & Public Works, Capital Projects & Infrastructure Section, Senior Coordinator, Landscape & Parks Development	Incorporate The Technical Requirements for Beach Access Routes of the Design of Public Spaces Standard into the planning process for beach access



The Plan: Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

**Outdoor Public Use Eating Areas**

Compliance Date	Legislated Requirement/Purpose	Area of Responsibility	Action Plan or Status
January 1, 2016	Provision of a minimum of 1 or 20% of tables in outdoor eating areas are accessible	Engineering & Public Works, Operations & Fleet Services, Parks Operations, Supervisor, Parks Operations	Include the purchase of accessible picnic tables into the annual budgeting process. Mark tables with the universal accessibility symbol. Additional costs will vary depending on the choice of supplier, table configuration, and assembly method.
January 1, 2016	Provision of a level, firm and stable ground surface leading to and including the outdoor eating area	Engineering & Public Works, Operations & Fleet Services, Parks Operations, Supervisor, Parks Operations	Plan and implement an awareness program for staff responsible for the deployment of picnic tables

The Plan: Design of Public Spaces Standards (Accessibility Standards for the Built Environment) Outdoor Public Use Eating Areas (Cont'd)

Compliance Date	Legislated Requirement/Purpose	Area of Responsibility	Action Plan or Status
January 1, 2016	Provision of circulation space around accessible tables to allow movement of persons using mobility aids	Engineering & Public Works, Operations & Fleet Services, Parks Operations, Supervisor, Parks Operations	Plan and implement an awareness program for staff responsible for the deployment of picnic tables

The Plan: Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

**Outdoor Play Spaces**

Compliance Date	Legislated Requirement/Purpose	Area of Responsibility	Action Plan or Status
January 1, 2016	Accessibility in Design	Engineering & Public Works, Capital Projects & Infrastructure Section, Senior Coordinator, Landscape & Parks Development	Include accessibility features as part of the overall design of playgrounds
January 1, 2016	Consultation with members of the public who have a disability, including the Accessibility Advisory Committee	Engineering & Public Works, Capital Projects & Infrastructure Section, Senior Coordinator, Landscape & Parks Development	Plan and implement procedures for consultation with the public and the Accessibility Advisory Committee as part of the planning and design process for playgrounds

The Plan: Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

**Exterior Paths of Travel**

Compliance Date	Legislated Requirement/Purpose	Area of Responsibility	Action Plan or Status
January 1, 2016	Specific technical requirements: trails, ramps, stairs, curb ramps, depressed curbs, accessible pedestrian signals and rest areas	Engineering & Public Works, Capital Projects & Infrastructure Section, Senior Coordinator, Landscape & Parks Development	Include technical requirements for Exterior Paths of Travel of the Design of Public Spaces Standard when planning exterior portions of City of Pickering facilities and public spaces

The Plan: Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

**Accessible Parking**

Compliance Date	Legislated Requirement/Purpose	Area of Responsibility	Action Plan or Status
January 1, 2016	Types of accessible spaces, A & B	Municipal Law Enforcement, Engineering & Public Works	Develop a municipal parking bylaw to include or exceed the requirements of the Design of Public Spaces
January 1, 2016	Access Aisles	Municipal Law Enforcement, Engineering & Public Works	Develop a municipal parking bylaw to include or exceed the requirements of the Design of Public Spaces
January 1, 2016	Minimum number of spaces	Municipal Law Enforcement, Engineering & Public Works	Develop a municipal parking bylaw to include or exceed the requirements of the Design of Public Spaces
January 1, 2016	On-Street Parking spaces – when developing new, or re-developing existing on-street parking facilities, a municipality must consult with its Accessibility Advisory Committee on the need, location and design of accessible on-street parking	Municipal Law Enforcement, Engineering & Public Works	Consult with the municipal Accessibility Advisory Committee when planning new or re-developing existing on-street parking spaces

Compliance Date	Legislated Requirement/Purpose	Area of Responsibility	Action Plan or Status
	spaces.		

## The Plan: Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

### Obtaining Services

Compliance Date	Legislated Requirement/Purpose	Area of Responsibility	Action Plan or Status
January 1, 2016	Service Counters	Facilities Operations	<p>Include accessible design features when replacing existing service counters. Consult with the municipal Accessibility Advisory Committee as part of the planning process.</p> <p>Include accessible design features when planning service counters in new facilities. Consult with the municipal Accessibility Advisory Committee as part of the planning process.</p>
January 1, 2016	Fixed Queuing Guides	Facilities Operations	Include accessible design features when installing queuing guides.
January 1, 2016	Waiting areas, accommodating mobility devices	Facilities Operations	Incorporate space for mobility devices in the planning of waiting areas.

The Plan: Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

**Maintenance**

Compliance Date	Legislated Requirement/Purpose	Area of Responsibility	Action Plan or Status
January 1, 2016	Procedures for preventative and emergency maintenance of accessibility features	Engineering & Public Works, Operations & Fleet Services, Parks Operations, Facilities	Develop and implement operating procedures for monitoring and providing both emergency and regular maintenance for accessibility features in the City of Pickering facilities and public spaces.
January 1, 2016	Procedures for dealing with temporary disruptions when accessible elements are not in working order	Engineering & Public Works, Operations & Fleet Services, Parks Operations, Facilities	Follow the guidelines provided in the City's existing Disruption of Service Operating Procedure



## Appendix A

### Built Environment, Accessibility Related Projects

(this Appendix is updated annually as part of the City of Pickering's annual budget process and is subject to Council approval of the respective budget)

#### Year 2016

Project or Task	Projected Budget	Department/Division Responsibility
Consolidated Delaney Arena Renovations	\$1,900,000	Culture & Recreation
Civic Complex Accessibility Upgrades (design)	\$150,000	Culture & Recreation
Fire Station 2, Accessible Washroom upgrades (design)	\$25,000	Culture & Recreation
Recreation Complex Renovation of main reception, public concourse and west entrance site works	\$100,000	Culture & Recreation
Museum Accessibility Ramp Replacements	\$5,000	Culture & Recreation
Whites Road & Kingston, concrete retrofit & tactile surface indicators (Region Rapid Transit Project)	\$200,000	Engineering & Public Works
Finch Avenue, new sidewalk installation	\$150,000	Engineering & Public Works
Altona Road, temporary asphalt sidewalk installation	\$180,000	Engineering & Public Works
Glenanna Road, asphalt resurfacing	\$425,000	Engineering & Public Works

**Year 2016 (continued)**

The Esplanade North, asphalt resurfacing	\$140,000	Engineering & Public Works
Geta Circle, asphalt resurfacing	\$175,000	Engineering & Public Works
Stonepath Circle, asphalt resurfacing	\$200,000	Engineering & Public Works
Shadybrook Drive, asphalt resurfacing	\$110,000	Engineering & Public Works
Eyer Drive, asphalt resurfacing	\$100,000	Engineering & Public Works
Petticoat Creek Library Branch, outdoor program space	\$125,000	Pickering Public Library
<b>Year 2016 Total</b>	<b>\$3,985,000</b>	

**Year 2017**

Project or Task	Projected Budget	Department/Division Responsibility
Recreation Complex Renovation of main reception, public concourse and west entrance site works	\$1,050,000	Culture & Recreation
Civic Complex Accessibility Upgrades (Lobby Counters & Public Washrooms)	\$300,000	Culture & Recreation
Finch Avenue, new sidewalk installation	\$100,000	Engineering & Public Works
<b>Year 2017 Total</b>	<b>\$1,450,000</b>	

**Year 2018**

Project or Task	Projected Budget	Department/Division Responsibility
Civic Complex Accessibility Upgrades (Council Chambers)	\$500,000	Culture & Recreation
Sidewalk Installations (locations TBD)	\$200,000	Engineering & Public Works
Pickering Public Library, Central Branch, lobby flooring	\$48,000	Culture & Recreation
Pickering Public Library, Central Branch, relocation of study room	\$120,000	Culture & Recreation
<b>Year 2018 Total</b>	<b>\$868,000</b>	

**Year 2019**

Project or Task	Projected Budget	Department/Division Responsibility
Don Beer Arena Renovations, to include accessible counters in concession area	\$200,000	Culture & Recreation
Sidewalk Installations (locations TBD)	\$200,000	Engineering & Public Works
<b>Year 2019 Total</b>	<b>\$400,000</b>	

**Year 2020**

Project or Task	Projected Budget	Department/Division Responsibility
Sidewalk Installations (locations TBD)	\$200,000	Engineering & Public Works
O'Brien Room Renovations at the Recreation Complex Arena	\$550,000	Culture & Recreation
<b>Year 2020 Total</b>	<b>\$750,000</b>	

## Appendix B

### Pickering Accessibility Advisory Committee

Members of the Pickering Accessibility Advisory Committee, as of August 2015 are:

Terence Arvisais

Peter Bashaw

Maurice Brenner

Andrew Doucette

Dan Hughes

Cody Morrison

Susan Wilkinson

Steve Bernardo, Ajax-Pickering Board of Trade Representative

## The Core Staff Accessibility Committee

Members of the Core Staff Accessibility Committee, as of September 2015 are:

Marisa Carpino	Culture & Recreation	<a href="mailto:mcarpino@pickering.ca">mcarpino@pickering.ca</a>
Judy Hodgson	City Administration	<a href="mailto:jhodgson@pickering.ca">jhodgson@pickering.ca</a>
Darrell Selsky	Engineering & Public Works	<a href="mailto:dselsky@pickering.ca">dselsky@pickering.ca</a>
Nilesh Surti	City Development	<a href="mailto:nsurti@pickering.ca">nsurti@pickering.ca</a>
Kim Thompson	Municipal Law Enforcement	<a href="mailto:kthompson@pickering.ca">kthompson@pickering.ca</a>
Fred Hyland	Fire Services	<a href="mailto:fhyland@pickering.ca">fhyland@pickering.ca</a>
Sharon Milton	Culture & Recreation	<a href="mailto:smilton@pickering.ca">smilton@pickering.ca</a>
Vince Plouffe	Facilities Operations	<a href="mailto:vplouffe@pickering.ca">vplouffe@pickering.ca</a>
Don Woolley	Operations & Fleet Services	<a href="mailto:dwoolley@pickering.ca">dwoolley@pickering.ca</a>
Kathy Williams	Pickering Public Library	<a href="mailto:kathyw@picnet.org">kathyw@picnet.org</a>
Soula Voskopolous	Human Resources	<a href="mailto:svoskopolous@pickering.ca">svoskopolous@pickering.ca</a>
Timothy Higgins	Culture & Recreation	<a href="mailto:thiggins@pickering.ca">thiggins@pickering.ca</a>