



Town of Orangeville 2023 to 2026 Accessibility Plan

The Town of Orangeville strives to meet the needs of its employees and customers with disabilities and continues to work toward removing and preventing barriers to accessibility.

The Town is committed to fulfilling its requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps to meet the requirements and to improve opportunities for people with disabilities.

This plan shows the role the Town has in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years. The Town trains every person as soon as practicable after being hired and provides training in respect of any changes to the policies. The Town maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Integrated Accessibility Standard Regulation Compliance Activities (IASR)		
Key Area	Action	Timeframe
Policies	<ul style="list-style-type: none"> Maintain policies for Accessible Customer Service Standards and make publicly available. Existing accessibility policy, procedures and other resources will be reviewed and updates as needed. 	Annually or as needed
Multi-year Accessibility Plan	<ul style="list-style-type: none"> Develop multi-year accessibility plan and post to Town of Orangeville Website. Access Orangeville Committee to review plan annually and post updates to Town of Orangeville website. Report to Council for approval on work plan annually or as needed for multi-year plan 	Annually or as required Completed 2023
Accessibility Compliance Report	<ul style="list-style-type: none"> Complete bi-annually 	December 2023 and December 2025 Completed 2023
Procuring of Acquiring Goods and Services	<ul style="list-style-type: none"> Continue to include accessibility requirements in Town of Orangeville procurement documents and updated as required. 	Ongoing
Training	<ul style="list-style-type: none"> Continue to provide training on the IASR and the Accessibility Standards for Customer Services as part of the onboarding process for staff and volunteers. 	Ongoing

	<ul style="list-style-type: none"> • Training resources to be updates as required. • Track staff and volunteers trained and keep records of training completed. 	
Use of Service Animals and Support Persons	<ul style="list-style-type: none"> • Existing policy, procedures and training materials reflect requirements regarding service animals and support persons. To be reviewed and updated as required. 	Ongoing Update to transit policy in 2025
Information & Communications		
Key Area	Action	Timeframe
Notice of temporary service disruptions	<ul style="list-style-type: none"> • Continue to provide public notifications on service disruptions through signage, website, social media where applicable. 	Ongoing and posted as required
Feedback Process	<ul style="list-style-type: none"> • Accessible feedback process is in place. • Continue to provide an alternative format for receiving and responding to feedback regarding how goods and services are provided to persons with disabilities through the Town of Orangeville website. • Update online form and alternative formats. 	Ongoing
Format of Documents	<ul style="list-style-type: none"> • Website to continue to provide public information on accessible formats and communication supports available at no cost. • Continue to train staff on accessible document preparation for all public communication. 	Ongoing
Website Content	<ul style="list-style-type: none"> • Continue to review website content for WCAG 2.0 Level AA 	Annual review and review as new information posted.
Emergency Procedure Plans	<ul style="list-style-type: none"> • Continue to work with Dufferin County Emergency Response and provide public information in alternative formats. 	Ongoing and annual emergency training for Emergency Operation Centre
Employment Standards		
Key Area	Action	Timeframe
Recruitment	<ul style="list-style-type: none"> • Continue to notify the public, candidates and employees on availability of accommodation. • Job postings to continue to include wording advising accommodations are available. 	Ongoing

	<ul style="list-style-type: none"> • Applicants once selected for an interview are provided notification of accommodations including alternative formats for documents and any other accommodations required. • Offer of employment letters to continue to advise employee that accommodations requests available and the outline the process to ensure the employee can access. 	
Accessible Formats and Communication Supports for Employees	<ul style="list-style-type: none"> • The Town's Integrated Accessibility Standards Policy reflects the requirement for Individual Accommodation Plans and will continue to be provided to employees as required. 	Ongoing
Return to Work Process	<ul style="list-style-type: none"> • Continue to offer a documented return to work plan and any accommodations that are required. 	Ongoing as required
Performance management, career development and redeployment	<ul style="list-style-type: none"> • The Town's Integrated Accessibility Standards Policy reflects accommodation needs and/or individual accommodation plans for employees. 	Ongoing as required
Transportation Standard		
Key Area	Action	Timeframe
Transit/Bus Announcements	<ul style="list-style-type: none"> • Provide pre-boarding route or destination announcements electronically. 	In place and ongoing
Bus Fare	<ul style="list-style-type: none"> • Implement fare free transit for a two-year period 2023 to 2024. • Ensure equal fees for riders (after fare free transit period is complete) • No fare charged to support person accompanying person with a disability (after fare free transit period is complete). 	2023-2024, extended 2024 – 2026 Update to fare free transit in 2024, to be implemented until 2026.
Accessible Equipment & Storage of Assistive Devices	<ul style="list-style-type: none"> • If accessible equipment on vehicle not functioning and equivalent service cannot be provided, reasonable steps must be taken to provide accommodation and repair in a timely manner. • Storage of personal assistive devices to be in arms reach of passenger. No fee for storage and operator to secure and return device to passenger without causing damage or jeopardizing safety of passengers. • Make available to public current information on accessibility equipment and features of vehicles, routes and services. • Operators to deploy lifting devices, ramps or portable bridge plates, and ensure adequate time to safely board and un-board and assist passenger if requested. 	In place and ongoing

Boarding and Routes	<ul style="list-style-type: none"> • Allow passengers with disabilities to enter or exit at closest available safe location that is not an official stop and is determined by the operator in consideration of preference of the passenger. • Courtesy seating clearly marked and located as close as possible to entrance door. Sign to include passengers must vacate seating if required by person with a disability. • When a route or scheduled service is temporarily changes, and change known in advance of commencement of trip, make available alternate accessible arrangements to transfers persons with disabilities to their route destination and that information is communicated in a manner that takes into account their disability. • Operators to report to appropriate management/staff, when transit stops are temporarily inaccessible or have a temporary barrier. • 	In place and ongoing
Bus Stops & Shelters	<ul style="list-style-type: none"> • Continue to plan accessible bus stops and shelters. • Construction of new transit hub. • Consultation with Access Orangeville Accessibility Committee and public for design criteria. 	<p>October 2023 new transit hub opened</p> <p>Alder Recreation Centre bus stop relocated in fall 2024 with the addition of a shelter for late 2024</p>
On-Demand Services	<ul style="list-style-type: none"> • Consultation with Access Orangeville Accessibility Committee, people with disabilities and public to determine on-demand accessible vehicle services. 	Program paused until Q2 of 2027 in lieu of fare free transit
Public Consultation	<ul style="list-style-type: none"> • Consultation with Access Orangeville Accessibility Committee and people with disabilities to review annual accessibility plan and provide feedback on: <ul style="list-style-type: none"> ○ Conventional transportation ○ Specialized transit requirements ○ Steps to reduce wait times ○ Accessible taxi needs ○ Bus stops and shelters 	On-going annually
Emergency Preparedness	<ul style="list-style-type: none"> • Emergency plan in place. Communicated to the public through the Town's website and provided in an accessible format when requested. 	Ongoing
Customer Feedback	<ul style="list-style-type: none"> • Accessible feedback process is in place. 	Ongoing

	<ul style="list-style-type: none"> • Continue to provide an alternative format for receiving and responding to feedback regarding how goods and services are provided to persons with disabilities through the Town of Orangeville website. • Update online form and alternative formats. 	
Procurement of New Vehicles	<ul style="list-style-type: none"> • New busses will have grab bars, slip resistant, minimal glare floors and carpets, allocated mobility aids, stop requests, emergency response controls, lighting features, signage, lifting devices, coloured strips on steps and uniform riser heights, tread depth and slip resistant, indicators and alarms. 	<p>When required for vehicle purchase</p> <p>New bus contract award in 2024 with new busses to arrive in 2025</p>
Training	<ul style="list-style-type: none"> • Operator Training <ul style="list-style-type: none"> ○ Use of accessibility features and equipment ○ Acceptable modifications to procedures for temporary barriers, equipment or vehicle failure ○ Emergency preparedness ○ Safe deploying of ramps, plates ○ Safe storage of assistive devices, and equipment • Additional training on neuro-diversities to be provided through a local community agency to operators. 	<p>Ongoing</p> <p>2024 and ongoing</p>
Taxis	<ul style="list-style-type: none"> • Progressing toward meeting the need for accessible taxis • Ensure taxis are not charging a higher fare or additional fee for storage of mobility devices. • Taxis to continue to vehicle registration and identification as licensed by the Town of Orangeville. 	Ongoing
Design of Public Spaces		
Key Area	Action	Timeframe
Recreational Trails, Parks, Playgrounds and Parking	<ul style="list-style-type: none"> • Incorporate the design of public spaces to all newly developed or redeveloped spaces including recreational trails, outdoor public picnic areas, playgrounds/outdoor play spaces, exterior paths of travel, accessible parking and related elements. • Consult with the Access Orangeville Accessibility Committee, persons with disabilities and the public. Continue public information sessions for park and playground structure replacement. 	<p>Ongoing</p> <p>2024 to 2026</p>

	<ul style="list-style-type: none"> • New rail trail development. Installation of benches and leaning stations along trail. 	
Alder Pool Renovation	<ul style="list-style-type: none"> • Completion of Alder pool renovation of two new pool tanks. Pools designed with accessible entry ramps and an accessible water feature. • New signage to meet accessible standards. 	<p>2024</p> <p>Completed and re-opened in May 2024</p>
Rotary Park Plan	<ul style="list-style-type: none"> • Input on playground features including tactile and visual communication boards. 	<p>2024</p> <p>New playground to be completed spring 2025</p>
Additional Accessibility Activities		
Key Area	Action	Timeframe
Access Orangeville Committee End of Term Review	<ul style="list-style-type: none"> • New term of Council commenced December 2022. New Committee selected and in place 2023. • An end of term review will be completed in 2026 and a new committee in place for the next term of Council 2026 to 2029. 	<p>Completed 2022</p> <p>2026</p>
Committee Input	<ul style="list-style-type: none"> • Town staff will continue to consult and seek input from the Access Orangeville Committee on various Town projects and transit services. 	Ongoing
Community Awareness	<ul style="list-style-type: none"> • Access Orangeville Committee will identify a variety of awareness campaigns for promotion through the Town's website i.e. May is Multiple Sclerosis Month, June is Brain Injury Awareness Month. • Access Orangeville Committee to provide financial support to community events such as public swims and skates to promote access to recreation services at no cost. 	<p>Ongoing</p> <p>Several events sponsored throughout 2024</p>
Downtown store front ramps	<ul style="list-style-type: none"> • Continue to review options for downtown storefronts to have a portable ramp to allow for increased accessibility. • Review the Stop Gap program and if not suitable, look at options locally for construction of ramps. Ensure building code and liability is appropriate. 	2024 to 2026
Accessible Parking	<ul style="list-style-type: none"> • Increase accessible parking spots by providing temporary parking spots during major special events such as Orangeville Blues & Jazz Festival and Ribfest. • Review feasibility of paving accessible parking spaces at select parks and make recommendations to Council on future budget implications. 	<p>2024 to 2026</p> <p>Additional spots added to public parking lot across from Town Hall and</p>

		temporary events spots beside Town Hall
Parks & Trails	<ul style="list-style-type: none"> • Review feasibility of plowing (clearing snow) from select park pathways and trails. • Make recommendations to Council on feasibility and future budget implications. 	2024 to 2026
Accessible Recreation Program Equipment	<ul style="list-style-type: none"> • Review feasibility and grant opportunity to purchase sledges for recreation skating program. 	2024 To be purchased 2024
Election Locations	<ul style="list-style-type: none"> • Continue to review accessibility of voting locations. 	2025/2026