

CALL CENTRE FREQUENTLY ASKED QUESTIONS REGARDING ACCESSIBILITY IN THE TOWN OF MARKHAM

1. Educational / Schooling

Q: Do all schools in Markham (Public, Catholic, Community College) provide instruction and extra-curricular programs for persons with wheelchairs or who use other mobility aids or for visually, hearing or cognitive impaired students?

Redirect enquiries to the appropriate School Board (For example, York Region District School Board; York Region Catholic District School Board; or Seneca College) with telephone number / extension and name of contact person.

York Region District School Board	- 905-884-4477
York Region Catholic School Board	- 905-221-0050 or 1-800-363-2711
Seneca College	- 416-491-8811

2. Indoor Recreational: Gyms – Pools

Q: Are there any barriers restricting access to a disabled person who would like to use [the facility in question]? Do all facilities have brail way finding and signage, including elevators?

You must contact each facility respectively for information.

- Thornhill C.C. at 905-944-3800
- Centennial C.C. at 905-294-6111
- Milliken Mills C.C. at 905-477-6410
- Angus Glen C.C. at 905-944-3777

As of Feb. 27, 2007, Centennial C.C. has construction on-going and there are not currently any washrooms for the disabled.

Q: Does [the facility in question] have staff assistance for physically disabled clients, and do they have special training to work with the disabled?

Certain instructors have more training than others, however, everyone can assist people with a disability.

Q: Does [the facility in Question] have staff assistance for visually or cognitively impaired clients, and do they have special training to work with the disabled?

- Contact each individual Community Centre for this information.
- Thornhill C.C. at 905-944-3800.
- Centennial C.C. at 905-294-6111

- Milliken Mills C.C. at 905-477-6410 .
- Angus Glen C.C. at 905-944-3777

Q: Are there restricted hours for use of the facility by the disabled?

There are no restricted hours.

Q: Is there a designated family change room and shower facility for disabled persons?

All community centres, except Thornhill and Centennial use the family change room with shower facilities at each.

- As of February 27, 2007, Centennial C.C. does not have a change room for the disabled due to construction.
- Thornhill C.C. uses the regular change room.

Q: Does the pool at [the facility in question] have a ramp / stairs / power lift for access by a disabled person?

- Angus Glen C.C. - Has a ramp to the big pool with use of the family change room.
- Milliken Mills C.C. - Ramp has a ramp to the pool. If person has a water wheelchair, they may take the wheelchair into the water (no regular outside wheelchair, are accessible to water).
- Thornhill C.C. - Therapeutic pool. No specific change room for disabled. The range of motion is better in a warmer pool. This pool accommodates 25 people. Usually 8 to 10 are in a class at a time.
- Centennial C.C. - Have a lift that lowers the person in a special chair into the water. Need to rely on staff to use the lift.

Q: Are there Aqua Therapy classes for the disabled?

- Thornhill C.C. is the only pool with therapeutic classes. Contact Barb Smith-Dorland at 905-944-3800 ext 6194.
- Centennial C.C. has adapted aquatics. Contact 905-294-6111 ext. 232 or 233.
- Milliken Mills C.C. has adapted aquatics. Contact 905-477-6410 ext. 3335 or 3328.
- Angus Glen C.C has adapted aquatics. Contact 905-944-3777 ext 7110 or 7111.

3. Outdoor Recreational: Parks – Pathways

Q: Is [the Park / Pathway in question] fully accessible by someone confined to a wheelchair or for persons using other mobility aids? If not, which ones are / are not fully accessible?

- Neil Unsworth from Town of Markham, 905-477-7000 ext 5757, is responsible for all new parks development. Parks have paved walks and most parks accommodate

the disabled. Some parks are steeper than others and may not work well with wheelchairs. No specific names for these parks.

- The Contact Centre will open a CASE to have parks contact them directly should there be any queries.

Q: Is there signage in braille?

- There is not any signage for Braille. The pathways use light and dark shades of colour with textured materials on the pathways.
- The Contact Centre will open a work order.
- Rick Dominico from the Town, at 905-477-7000 ext 6920 oversees access for policy guidelines.
- Shirley March from the Town, at 905-477-7000 ext. 6900 is an urban designer responsible for guidelines re accessibility for pathways
- Neil Unsworth from the Town, at 905-477-7000 ext 5757 looks after new construction of parks.
- Mark Ingwersen from the Town, at 905-477-7000 ext. 3000 looks after existing parks.

Q: Are pathways and bridges constructed in a way that they can be easily negotiated by someone who is visually impaired?

- Contact the Town of Markham Contact Centre at 905-477-5530 and the Contact Centre will open a work order for investigation and response.

4. Transportation

Q: What specialized transportation is available for someone using a wheelchair, motorized scooter or other mobility assist equipment? Also, is there a cost for this service and how do I go about arranging for its use?

York Region Mobility – 905-762-2112, then select option 1. They use cars, vans and buses. \$2.75/person for one zone, with each additional zone they cross at \$1.00/zone. Person must pay exact fare or they can purchase tickets. Tickets are available at 50 High Tech Dr; Markham Stouffville Hospital gift shop; Markville Mall Kiosk. Other areas are available for purchasing tickets. Contact above number for these locations.

Q: Are public buses fitted out to accommodate the physically disabled? Also, are all bus stops easily accessed by the disabled?

Markham Transit route #522, all “Community” and VIVA buses are accessible as are certain depots, i.e. Markham Stouffville Hospital, Participation House. Contact Markham Mobility at 905-762-2112 for more information.

Q: Are all bus drivers trained / required to assist visually or hearing impaired riders?

Drivers do get some training re the disabled and will assist if necessary.

Q: Are there LED signs on every bus to indicate the next stop?

Contact York Region Transit at 905-762-2100 or at toll free 1-866-668-3978.

Q: Are all stops announced by the driver, or over a Public Address system?

- On all the mobility buses, the stops are announced.
- For regular buses, contact York Region Transit at 905-762-2100 or at toll free 1-866-668-3978.

Q: What specialized transportation is available to someone who is visually impaired?
Also, is there a cost for this service?

York Region Mobility Transit at 905-762-2112. \$2.75/ride.

Q: What specialized transportation is available for someone who is cognitively impaired? Also is there a cost for the service and how do I go about arranging for its use?

York Region Mobility – 905-762-2112, then select option 1.

Q: Is there any assistance available for the visually impaired with respect to getting garbage bags / bins, green compost bins and blue recycle bins out to the curb for pick-up?

There is no assistance offered by the Town to place waste collection materials out to the curb. We suggest getting help from a friend, neighbour or family or hire a contractor or contact the local high school in the area to see if there are any students who would like to assist the resident and at the same time earn volunteer hours. Contact Community Resource Coordinator, Recreation and Culture Services at 904-477-7000, ext. 3930 to place a request for volunteer services.

5. Snow – Leaf – Garbage Removal

Q: Will staff from the town shovel snow from my sidewalk and at the end of my driveway if I'm physically unable to do it myself? Also, is there a cost for this service and how do I arrange it? Finally, am I liable for any penalty if the snow isn't cleared from the sidewalk in a timely manner?

- Sidewalks are done by Town staff on a regular basis throughout the Town during winter months.

- Residents with disabilities may fill out an application for the Senior Curbside snow removal service plus provide a doctor's note to receive this service. The curb area is cleared 8 hours after a storm. Only the width of one car will be cleared at the bottom of the driveway.

Q: If I can't retrieve my mail from the local Super Mail Box because of accumulated snow, who do I call to rectify the problem? Also, how do I "elevate" my inquiry / concern if my initial inquiry isn't dealt with in a timely fashion?

- Contact Canada Post, Super Mailbox clean-up, at 1-866-607-6301 and escalate within that number if needed.

Q: Is there assistance available from the city to bag the leaves on my property and to place the bags at the curb for pick-up? If so, is there a cost and how do I arrange for this service?

Unfortunately we do not offer this service at this time. We suggest that you get help from a friend, neighbour or family member or hire a contractor or contact the local high school in the area to see if there are any students who would like to assist resident and at the same time earn volunteer hours. Contact Community Resource Coordinator, Recreation and Culture Services at 905-477-7000, ext. 3930 to place a request for volunteer services.

Q: Is there any assistance available for the physically disabled with respect to getting garbage bags / bins, green compost bins and blue recycle bins out to the curb for pick-up?

At this time we are unable to provide assistance for this service. We suggest getting help from a friend, neighbour or family or hire a contractor or contact the local high school in the area to see if there are any students who would like to assist resident and at the same time earn volunteer hours. Contact Community Resource Coordinator, Recreation and Culture Services at 905-477-7000, ext. 3930 to place a request for volunteer services.

6. Public Buildings

Q: Are all municipal buildings owned / operated by Markham accessible by individuals using a wheelchair, motorized scooter or other mobility assist apparatus? i.e. Public transit to a nearby stop; dedicated disabled parking spots; curb cuts; automatic doors; modified counters; disabled washrooms; handrails; ramps and/or elevators between levels. If not, which buildings are inaccessible or partly inaccessible?

- All municipal buildings should be accessible.
- Centennial C.C. is currently under construction and is not very accessible. They do not have any washrooms for people with disabilities at this time.

Q: Are all departments in the Civic Centre modified to accommodate physically disabled individuals who are required to appear in person to conduct business with staff? If not, which departments are partially or completely inaccessible?

- Brian Miller from the Town, at 905-477-7000 ext. 6190 stated that Eardley Adams is currently working on an audit for the physically disabled. Eardley Adams may be contacted at: 905-477-7000 ext 2710 (Questions may be directed to Eardley Adams).
- In 2006, Eardley was asked to do an audit for the ODA (Ontarians with Disabilities Act). The audit is very involved and an outline of the created guidelines will be presented to Council by March 19, 2007. It doesn't specify when all corrections must be made. Asset Management is currently looking at Milliken Mills C.C. and the Civic Centre and still need to do an inventory to see what needs to be done, i.e. to counters, front reception areas.

Q: Are all municipal buildings owned / operated by Markham "user friendly" for individuals who are visually impaired? i.e. Public transit to a nearby stop; brail signage and way finding; audio signals in elevators; properly constructed stairs & risers; handrails. If not, which buildings are not fully accommodating?

In 2006, Eardley was asked to do an audit for the ODA (Ontarians with Disabilities Act). The audit is very involved with an outline of the created guidelines being presented to Council by March 19, 2007. It doesn't specify when all corrections must be made. Assets is currently looking at Milliken Mills C.C. and the Civic Centre and still need to do an inventory to see what needs to be done, i.e. to counters, front reception areas. (Direct any questions to Eardley Adams at 905-477-7000, extension 2710).

7. Voting

Q: Are all voting places accessible by physically disabled voters? If not, will assistance be provided, thereby enabling the disabled voter to get into the privacy of a polling booth?

Voting places are generally accessible for physically disabled voters. Privacy will be provided and people will assist when necessary.

Q: If a disabled person can't get to an official voting place, how can they exercise their right to vote?

In 2006 voting, the Town offered internet voting, a taxi service for the pickup and return of person. If necessary, the mobility bus would be called. They may fill out a Proxy Form, and appoint an eligible elector to vote on their behalf.

Q: Are all voting places equipped to accommodate visually impaired voters?

Yes.

Q: Am I able to bring a trusted friend or relative with me to assist me when I vote?

Yes. An official will assist if you need help with the voting procedure or the resident may chose to fill out a Proxy Form to appoint an eligible elector to vote on their behalf.

Q: If a visually impaired person can't get to an official voting place, how can they exercise their right to vote?

In 2006 voting, the Town offered internet voting as well as a taxi service for the pickup and return of an individual. If necessary, the mobility bus would be called.

Q: Are there staff at each voting place proficient in Universal signing / sign language? If not, should the hearing impaired voter bring someone to assist in "translating".

An official will assist if you need help with the voting procedure. Residents may fill out a Proxy Form, and appoint an eligible elector to vote on their behalf.

B.9 Roadway Infrastructure: Crosswalks – Sidewalks – Intersections

Q: Which intersections and crosswalks are equipped with audio signals?

Contact the Town of Markham Contact Centre (905) 477-5530 and they will open a work order for the Traffic Department to investigate and respond for town roads.

Contact York Region for regional roads at 905-764-6345

Q: Who do I contact regarding the installation of new audio signals at an intersection or crosswalk?

Contact the Town of Markham Contact Centre (905) 477-5530 and they will open a work order for the Traffic Department to investigate and respond for town roads.

Contact York Region for regional roads at 905-764-6345

8. Parking

Q: Do all schools and municipal buildings in the community have dedicated handicapped parking? If not, which ones do not have appropriate parking for the handicapped? Why not?

Yes, there are dedicated handicapped parking spots.

Q: Who should be contacted if a handicapped parking space is illegally occupied?

Contact the Town of Markham, Parking Control at 905-477-7000, extension 2050.

Filled with snow?

Contact the Town of Markham , Operations Department at 905-477-5530

Q: How is the use of handicapped parking spaces monitored and enforced?

Contact the Town of Markham, Parking Control at 905-477-7000, extension 2050.

A. 9 Roadway Infrastructure: Crosswalks - Sidewalks – Intersections

Q: Which intersections and crosswalks are equipped with audio signals?

- Contact the Town of Markham Contact Centre, at 905-477-5530 for Traffic Operations Department. The Contact Centre will open a work order for Traffic Operations Department.
- Contact York Region for Regional Roads at 905-764-6345. The Contact Centre will open a work order under Partnership, Traffic.

Q: Who do I contact with a complaint regarding the lack of, or inappropriate curb cuts?

- Contact Dereje Tafesse at the Town of Markham at 905-477-7000 ext. 2475

Q: Who do I contact about uneven or damaged sidewalks?

- Centre will open a work order for the Operations Department.
- Contact the Town of Markham Contact Centre at 905-477-5530 and the Contact

Q: Are all traffic signals programmed to allow someone using a wheelchair, walker or cane with sufficient time to cross the road safely? If there is a complaint about “quick” signals, where can the complaint / concern be registered?

- Contact the Town of Markham Contact Centre Traffic Department at 905-477-5530 for Town Roads and work order for investigation and response will be opened.
- Contact York Region for Regional Roads at 905-764-6345, option 1 for dispatch.