



A place to live, work and play for people of all abilities.

Town of Collingwood Accessibility Status Report 2021

An update on measures taken to implement the Town of Collingwood
2020-2025 Multi-Year Strategic Accessibility Plan

2021 Town of Collingwood Accessibility Status Report

The Town of Collingwood is committed to creating a vibrant community to live, work and play for people of all abilities. To do this we will work to ensure that all goods, services and facilities are accessible. The Town of Collingwood recognizes that accessibility is essential to build on our unique profile as a major tourist destination, a retirement community and a community that attracts businesses. Building an accessible community allows for all visitors and citizens alike to participate in our growing community.

The 2021 Accessibility Status Report is an annual update on measures taken to implement the multi-year accessibility plan. The status report reflects the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards, Regulation 191/11.

Collingwood Council adopted the 2020-2025 Strategic Multi-Year Accessibility Plan on September 21, 2020. The multi-year strategic plan reflects the ideas and priorities of the Accessibility Advisory Committee, Council Members, staff, community organizations and residents.

The purpose of this status report is to make the public aware of the Town of Collingwood's progress on the 2020-2025 Strategic Multi-Year Accessibility Plan.

Town of Collingwood Accessibility Advisory Committee

The Accessibility Advisory Committee (AAC) consists of a dedicated group of volunteers, appointed by Council to provide input and guidance on accessibility needs, to make recommendations for improvements and to increase awareness across all Town facilities, programs and services.

The two primary goals of the 2020-2025 Strategic Multi-Year Accessibility Plan are as follows:

1. Increase the visibility of accessibility and the AAC to help integrate accessibility into the full range of TOWN initiatives and services.
2. Emphasize the importance of universal access for all people throughout the community.

These goal priorities directly align with the AAC Vision and Mission statements:

Vision: A fully accessible Collingwood in which Town citizens and visitors of all abilities can access all programs and services offered and supported by the Town.

Mission: To advise and work with the Town Council and staff to provide all people with consistent opportunity and access to all Town goods, services and facilities.

Accessibility Successes in 2021

Accessibility Advisory Committee

The Accessibility Advisory Committee (AAC) presented to the Corporate & Community Services Standing Committee on February 7, 2022 to provide an update on accessibility achievements in 2021 and to further promote awareness and importance of inclusive communities. Throughout 2021 the AAC actively worked to increase visibility of accessibility and the importance of universal access delivering an array of different initiatives captured information provided below. Over the course of 2021 the AAC:

- Worked to ensure public meetings were open and community and stakeholder participation was encouraged
- Promoted National Accessibility Awareness Week through social media and facilitated the delivery of a virtual community event and StoryWalk® installation
- Presented to Standing Committee on accessibility and the work of the Committee.
- Submitted Accessibility Compliance Report
- Advised and supported work undertaken within each of the five accessibility standards

Accessible Customer Service

- Reviewed the Accessible Barrier Identification Policy & Checklist for identifying barriers in Collingwood
- Received and resolved barrier identification complaints
- Implementation of Customer Service Portal providing greater virtual access to Town business.
- Enhanced communication pathways with AAC and Town Advisory Committees and Boards

Information and Communication

- Reviewed municipal website focusing on navigation pathways and communicating accessibility information
- Promoted National AccessAbility Awareness Week and delivered virtual presentation with motivational speaker
- Introduced AccessNow application
- Established communication working group inclusive of staff from across departments to support information sharing regarding accessible document development
- Prepared news releases in collaboration with Communications to build community awareness regarding accessibility
- Provided feedback on procurement process and accessibility requirements

Design of Public Spaces

- Received updates on 2021 Parks capital projects to ensure accessibility including Sunset Point Park Playground, Harbourview Park Splashpad and Fisher Field Fieldhouse
- Completion of accessible parking spaces at Harbourview Park

Employment & Workplace

- Continued to build accessibility awareness through resources for staff and to respond to the needs of employees with an illness, injury and/or disability through a Duty to Accommodate.
- Continued to attract diverse talent by applying an inclusion lens into recruitment processes.

Transportation

- Provided support for the investigation of an Accessibility Shuttle solution and reviewed Collingwood Transit Study

Priorities for 2022

- Annual review of projects and renovations to ensure compliance with AODA.
- Implementation of the 2020-2025 Multi-Year Accessibility Plan
- Champion advocacy and awareness of inclusion accessible design and program opportunities either virtual or in-person
- Provide timely resolution to accessibility barriers identified
- Continue to work on enhancing the accessibility of the municipal website to ensure content shared is accessible
- Work with procurement to assist in the review of communication resources to vendors to ensure awareness of accessibility requirements and repercussion of non-compliance
- Collaborate with for profit and not-for-profit organizations encouraging and supporting accessibility across the community
- Build community awareness, promote the Accessibility Plan and actively champion accessibility through National AccessAbility Awareness Week, public events, communication and other community-wide opportunities
- Enhance delivery of accessible transportation services

Access to Information

The Multi-Year Accessibility Plan and Annual Accessibility Status Reports are made available through a number of efforts:

Website: The Multi-Year Accessibility Plan and Annual Accessibility Status Reports can be access through the [Town of Collingwood website](#).

Hard Copy: The Multi-Year Accessibility Plan and Annual Accessibility Status Reports may be accessed at Collingwood Town Hall:

Collingwood Town Hall
97 Hurontario Street, PO Box 157
Collingwood ON L9Y 3Z5

Feedback

The Town of Collingwood and the Accessibility Advisory Committee welcome public input as feedback helps to identify areas where changes need to be considered and ways in which we can improve facilities, goods and services. Should a member of the public wish to provide general feedback, comments or suggestions please complete the [barrier identification form](#).

Contact: Jennifer Parker, Coordinator Community Well-being & Inclusion

Email: jparker@collingwood.ca

Mail: The Town of Collingwood
97 Hurontario Street, PO Box 157
Collingwood, ON L9Y 3Z5

Phone: 705-444-2500 ext 3260