



Strategic Multi-Year Accessibility Plan

2013 - 2018

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



Updated April 2016

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A message from the Mayor

The Town of Collingwood has long been committed to being a place where everyone can live, work, and play, regardless of his or her abilities.

As Mayor, I'm extremely pleased to be able to state that Collingwood was ahead of the curve in terms of ensuring public facilities were accessible. Even before regulatory requirements came into effect, Collingwood was making changes that would allow everyone to experience the wonderful amenities and scenery that our community has to offer.

Early work on our Hurontario Street reconstruction included widening of sidewalks and creating several concrete mini-ramps to storefronts.

Our popular transit links to Wasaga Beach and the Blue Mountains help to increase independence for people of all ages and abilities.

Our municipal elections are conducted through a mail-in ballot procedure, with additional accessibility options to allow everyone to exercise their democratic rights.

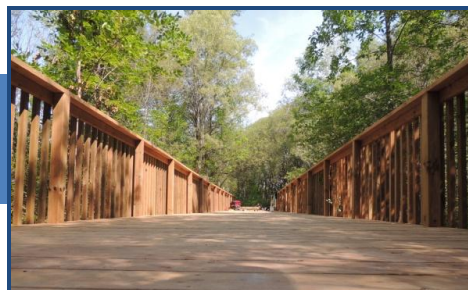
In addition, we have a dedicated Accessibility Coordinator, who is able to focus on ensuring that barriers to accessibility are preemptively or quickly resolved.

I would also like to take this opportunity to thank the members of the Accessibility Advisory Committee for their years of dedicated service to promote an even more accessible Collingwood. Accessibility has long been a part of the fabric of our community, and has played a key role in making this a great place to live, work and play, for people of all abilities.

Mayor Sandra Cooper



DESCRIPTION



DESCRIPTION



DESCRIPTION

A message from the Accessibility Advisory Committee

On behalf of the Accessibility Advisory Committee, we are pleased to report that our Strategic Multi-Year Plan has been developed in compliance with the *Accessibility for Ontarians with Disabilities Act*.

As a Committee we work with the Town Council and Staff to ensure that the facilities and services provided by the Town are accessible and we strive to be barrier free. Our Strategic Multi-Year Plan has been created to support our accessibility goals and to help guide the Town of Collingwood in achieving this vision.

The AAC members are committed to increase the visibility of accessibility and the AAC in order to help integrate accessibility into the full range of Town activities. As a Committee, we remain open for comment, input and feedback from our citizens in our continuing efforts to make Collingwood the most accessible community in Ontario.

*Margaret Adolphe and Donna Filion-Andrews
Co-Chairs, Collingwood Accessibility Advisory Committee*



Collingwood's commitment to Accessibility

The Town of Collingwood is committed to providing persons of all abilities consistent opportunity and access to all Town goods, services, and facilities while ensuring that policies, procedures, and practices are provided in a timely manner and address integration, independence, dignity and equal opportunity.

Why is Accessibility important to Collingwood?

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. Many of our retirees are active and fit, but people over age 65 are more likely to have accommodation needs for different abilities. According to the 2013 report *Towards an Accessible Future: Ontario Innovators in Accessibility and Universal Design* by MaRS Market Insights, 37% of people aged 65-74 and 61% of people aged 75+ have at least one disability.

Collingwood appreciates that most people of all ages and abilities want to stay active and involved. Many of our leisure activities include people with varying abilities. A few of the universal activities offered in Collingwood include sledge hockey, curling, golfing, swimming, trail use and special events. In addition, the Special Olympics swim teams make use of our various municipal facilities.

Most businesses recognize that accessibility can strengthen their bottom line. The Martin Prosperity Institute in a 2010 study estimated that improved accessibility in Ontario can help generate up to \$9.6 billion in new retail spending and \$1.6 billion in new tourism spending. In the next 20 years, an aging population and people with disabilities will represent 40% of total income in Ontario - that's \$536 billion!¹

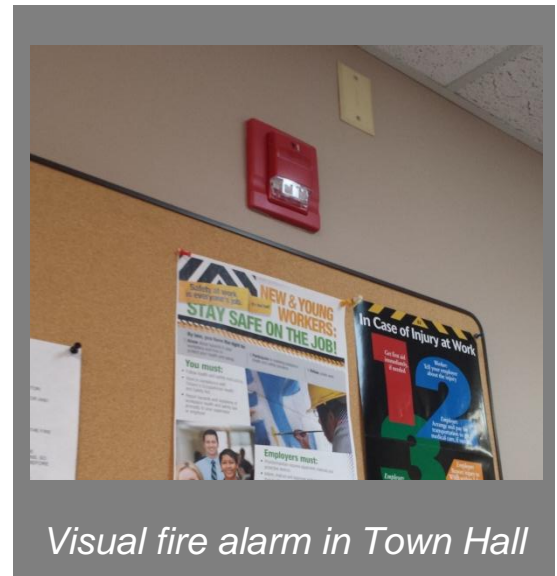
¹ AccessOn Fact Sheet. Available online at: www.mcass.gov.on.ca/documents/en/mcass/

People of all abilities can access our Town of Collingwood buildings and facilities

Collingwood strives to ensure that its residents and visitors of all abilities can visit and enjoy our facilities. Each building listed below has accessibility features to ensure that everyone is included. If you are planning to visit one of these facilities, you may want to check out these features.

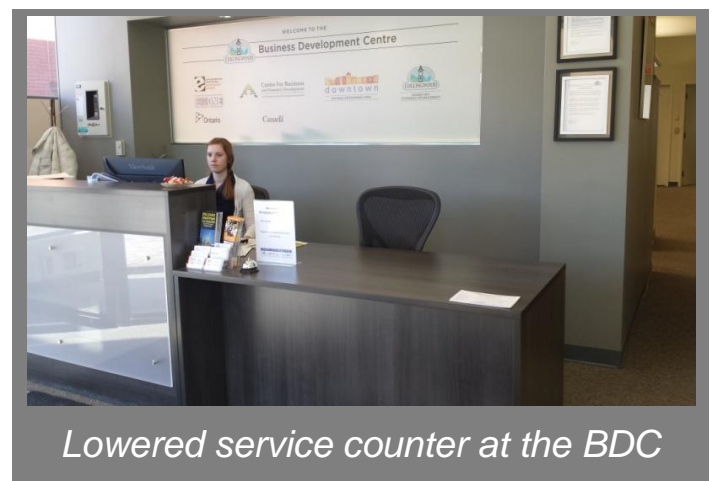
Collingwood Town Hall (97 Hurontario Street)

- Designated accessible parking available on Hurontario Street and in the municipal parking lot behind the Business Development Centre
- Street level access with clear path of travel (no steps)
- Power assisted doors (exterior and interior)
- Lowered service counter
- Elevator to access the second level of the building
- Accessible washrooms on the second level of the building
- A manual wheelchair and a transfer chair are available
- Documents available in alternative formats (by request)
- Fire alarms that have both an audible and visual flashing light signal



Business Development Centre (105 Hurontario Street)

- Designated accessible parking available on Hurontario Street and in the municipal parking lot behind the Business Development Centre
- Street level access with clear path of travel
- Power assisted entrance door
- Lowered service counter
- Universal washroom available



Collingwood Curling Club (250 Hume Street)

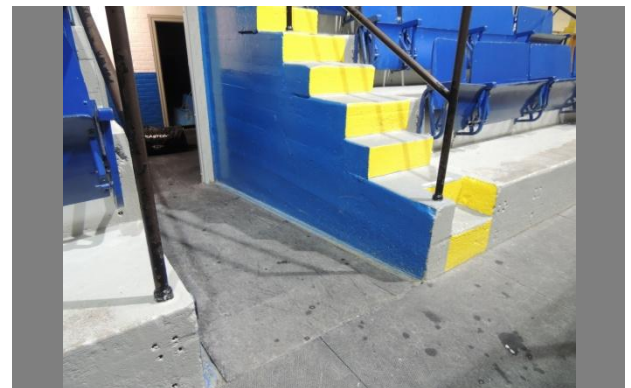
- Designated accessible parking
- Street level access with clear path of travel
- Power assisted entrance door and lobby door to the change rooms
- Power assisted doors to the rink surface
- Elevator to access upper level spectator areas
- Accessible change rooms available
- Accessible washrooms available



Street level access with clear path of travel at the Curling Club.

Eddie Bush Memorial Arena (97 Hurontario Street)

- Designated accessible parking available on Hurontario Street and in the municipal parking lot behind the Business Development Centre
- Street level access with clear path of travel
- Power assisted entrance door
- Accessible washroom available in the lobby
- Power assisted door to the arena area
- Ramping to allow access to the viewing area
- Companion seating available
- Four of seven change rooms are accessible



Ramp to accessible seating area at Eddie Bush Arena.

Central Park Arena (85 Patterson Street)

- Designated accessible parking
- Street level access with clear path of travel
- Motion sensed entrance door
- Push button door opener at rink entrance
- Accessible washrooms on both main floor and second floor
- Elevator to access second floor mezzanine, meeting room and washrooms
- All change rooms accessible
- Ramping to allow access to the viewing area



Accessible change rooms at Central Park Arena

“The Station” (45 St. Paul Street)

Home to the Collingwood Museum and Georgian Triangle Tourism Association (GTTA)

- Designated accessible parking available
- Street level access with clear path of travel.
 - The museum is a single level building with an accessible entrance on the east side of the building. There are no steps prohibiting entry.
- Power assisted entrance door
- Men’s and women’s accessible washrooms
- Audio exhibits are available



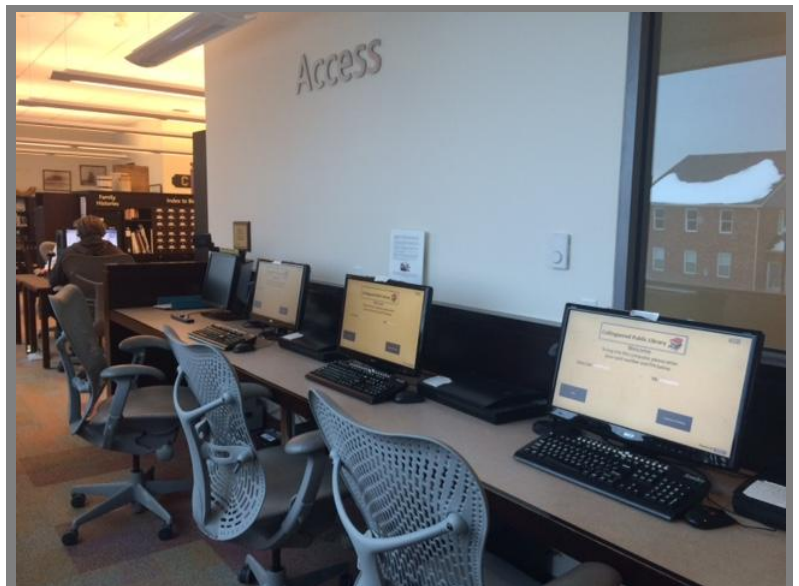
Audio exhibits using iPads at the Station Museum

Public Library and Municipal Offices (55 Ste. Marie Street)

- Designated accessible parking available in the library parking lot and in the municipal parking lot adjacent to the building
- Street level access with clear path of travel at front and parking lot entrance
- Power assisted door at front and parking lot entrance
- Service counter lowered
- A universal washroom in the Library and on the 2nd floor
- Two accessible washrooms in the FreeSchools World Literacy Room
- An elevator to allow access to the second and third floors
- A bank of computers for public use that have enhanced accessibility features
- Baskets to make it easier for library users to carry books and documents within the library
- Wheelchair for public use
- Infra-red Assistive Listening system (which can be used during meetings, presentations, etc.)
- DAISY player for audio books (available for checkout)
- Specialized memberships that provide special accommodations for clients of Breaking Down Barriers and for people registered with CNIB (Canadian National Institute for the Blind) or CELA (Centre for Equitable Library Access).
- Desktop video magnifier



Street level access with clear path of travel at the Library.



Public computers with enhanced accessibility features at the Library.

Sunset Point Washroom and Canteen (Sunset Point Park)

(Facility closed in the winter)

- Designated accessible parking available in the parking lot
- Men's and women's washrooms have accessible features however, they do not have power assisted doors (doors are left open)

Centennial Aquatic Centre

(451 Third Street)

- Motion sensed entrance door
- Push button door opener to the main entrance of the pool
- Three large accessible parking spaces (one larger than the other two) with direct access to a cut curb concrete sidewalk into the pool (75 regular sized parking stalls)
- Accessible washroom stall in both women and men washroom change room areas
- Ramp access to therapeutic pool and lift for large pool
- Waterproof wheel chair



Sunset Point Park walkway.



Waterproof wheelchair at the Centennial Aquatic Centre.

The Fire Hall (45 High Street)

The new Fire Hall was designed on one level to be fully accessible and to avoid the potential problems that elevators can present in an emergency.

The front entrance and the parking lot were redesigned before construction once the Accessible Design of Public Spaces Standards were released even though these requirements do not come into effect until 2016.

This redesign means that counters are at a level that is comfortable for people in wheelchairs, scooters, or those who just want to sit while speaking to Fire Department employees.

The entrance is spacious to make it easy for people with mobility devices to maneuver. The building also makes use of natural light so it is welcoming for people with low vision.

Collingwood is moving ahead on accessibility in many ways

In 2005, the Ontario Government made the *Accessibility for Ontarians with Disabilities Act* law. Since then, two regulations have come into effect:

- The Accessible Customer Service Standards Regulation; and
- The Integrated Accessibility Standards Regulation (IASR), which includes general requirements like training and the creation of a multi-year plan. The IASR also contains requirements that are part of standards dealing with:
 - Information and communications
 - Employment
 - Transportation
 - Design of public spaces.

The following information provides a summary of how Collingwood has ensured that it is in compliance with these regulations. It also illustrates how we ensure that our actions not only comply with accessibility regulations but also that everyone in Collingwood is treated with dignity and respect, and is given equal opportunity to be included in all that the Town of Collingwood offers.

A detailed description of how the Town is complying with each requirement under the Accessibility Regulations is included in a detailed chart in Appendix B. This summary and the chart can be provided in an accessible format or with communications supports on request.

Customer Service

Town employees are dedicated to providing excellent customer service in person, on the phone, through written correspondence and by email. We provide significant communication to the public through the use of social media such as Facebook and Twitter.

The Small Business Enterprise Centre accepts Skype appointments for business consultations, and provides information through live streaming on YouTube and other multimedia channels. This ensures their services are

more accessible to individuals who may have difficulty travelling/visiting the centre in person.

Our Fire Department works closely with E3, a residential facility for adults with developmental disabilities, to ensure that staff and residents are well prepared in case of an emergency.

Our special events coordinators also work closely with E3 and Breaking Down Barriers to ensure that major events, like the annual Elvis Festival can be fully enjoyed by people of all abilities.

The Town continues to provide excellent customer service for people of all abilities by letting people know that there is a temporary disruption to services. If an elevator is out of commission, a building closed, accessible washrooms are being repaired, automatic door openers are not working, roads are blocked for construction, buses are not running or other Town services are temporarily disrupted, notice will be provided on our website, newspaper, as well as through social media.

In addition, Collingwood employees are trained to provide accessible customer service.

Policies

Policies and procedures used by employees reflect our commitment to both accessibility and feedback from Collingwood residents. For example, the Museum Community Policy stipulates that:

“exhibits and public programs in particular will be designed to encourage universal access. Availability to research files and collection artifacts will be arranged to accommodate special needs, where best practices and ethics for the Museum permit.”

The policy also emphasizes the importance of consultation and feedback to make sure that museum exhibits reflect our community.

“The Collingwood museum encourages all sectors of the Community to participate in the museum’s decisions, goals and directions that may affect or reflect on the community. Promotion of our local heritage in other, non-traditional media, is encouraged by the Advisory Committee, within the range of the Museum’s other policies.”

Planning

The Town is working on proposed changes to the Official Plan to increase the prominence of accessibility in our goals, objectives, and urban design standards. Collingwood is committed to incorporating barrier-free design and building neighbourhoods that are *“well connected, accessible and transit-supportive...with a sense of place and belonging as the primary building blocks for achieving complete communities”*.

The Planning Department puts this principle into practice by sending all zoning and building applications to both the FOI and Accessibility Coordinator and to the AAC representative from Breaking Down Barriers who review the plans for accessibility barriers.

Information and communication

Our Town goes over and above regulation requirements to make sure that we are providing accessible information and communication supports. Three examples of many are provided below.

- As a member of Simcoe County Cultural Network, the Collingwood Museum received four iPads through the Enabling Accessibility Fund. Three of these are portable for visitors to take with them around the gallery. Using the iPads, visitors can access additional images, information, and video footage about five artifacts currently on display. French translations are available, as well as an audio feature which will read out what is entered as text on the iPad for people with vision disabilities.
- The Planning Department ensures that they include a written description of maps and diagrams, required under the *Planning Act*, in the text of any proposal. In addition, there is a plain language version of proposals posted on Facebook and staff are always happy to explain the proposals to Collingwood citizens who request information.
- A new Economic Strategy online questionnaire sent out in late November 2014 included the following paragraph “We’re committed to including feedback from people with all abilities. If you have any

accommodation needs to help you participate fully, please email us at dobusiness@collingwood.ca.”

We also ensure that on our website it clearly states that “Town of Collingwood documents are available in alternate formats or with communication supports, on request.”

Employment

Job Postings and Interviews

Collingwood has added a statement on the Human Resources page of our website which assures potential job applicants that the Town of Collingwood is committed to making our interview process fully accessible for people of all abilities. It advises candidates that if they are selected for an interview, they should let the Manager of Human Resources know if they require an accessibility accommodation. This statement is also included on all Town job postings.

Employee Accommodation Plans

Collingwood creates written individual accommodation plans in consultation with the employee and their needs. This practice was implemented in 2011, before it became a requirement under the Accessible Employment Standards. Flexibility and regular discussions between the employees affected and their supervisors concerning the terms of the plan have been part of the spirit of these accommodations.

For example, one employee who uses a wheelchair has been provided with an accommodation plan that includes a number of features to ensure he can participate in the work environment as much as possible. This includes a dedicated accessible parking space, (with daily snow removal as needed to ensure that he has access to his place of work from the parking lot), flexible hours, routine work at home times, links between office and cell phones and an emergency evacuation plan, as deemed practical/reasonable.

In addition to on-the-job accommodations, one Department also provides mentorship, life skills, and social support to an employee who has worked for the Department for many years. As one person put it “he has a special place in everyone’s heart and will be with us for a long time to come.”

Return to Work Plans

This same spirit of flexibility and individualized accommodation is evident in Collingwood's Return to Work Plans for staff that require a Return to Work accommodation plan following an illness or injury.

For example, one employee whose job required considerable walking suffered a non-work related leg injury, which restricted him from walking long distances. A Return to Work Plan was developed to allow the person to spend more time on his administrative/office duties. The person's workstation was also set up with a foot rest to accommodate a period when the employee had to wear a temporary leg brace.

In another case where an office employee's injury made sitting for prolonged periods of time difficult, a Return to Work plan was developed that allowed the person to alternate between sitting and lying down.

In other cases, employees are given different responsibilities to accommodate their return to work process. For example, two employees who could not be on their feet or physically active when they returned to work were given data entry projects while they recovered.

Transportation

The Red Cross's specialized transit service has reduced their booking wait times from seven days to three days for non-emergency bookings.

In addition, the Town of Collingwood increased the independence of many people by providing transit links using accessible buses with our neighbouring municipalities of Wasaga Beach and the Town of the Blue Mountains. These services have greatly benefitted people who work in one municipality but live in another. They have helped Collingwood families whose children can take the bus to ski at Blue Mountain Resort. They have also greatly enhanced the independence of people with disabilities.

Casey Morrison, one of our Accessibility Advisory Committee members stated: "Collingwood's accessible shuttle and the transit links with Blue Mountains and Wasaga Beach are great because when I need to go anywhere, for example to work, movies, meetings, appointments, out for dinners, etc., they give me excellent service! All the drivers are great!"

Collingwood provides accessible service through our Colltrans buses, the accessible shuttle and through the specialized transport provided for the

Town by the Red Cross. We work with our partners, Sinton Landmark and the Red Cross, to continue to increase the accessibility of our transit services. At a Public Accessibility Forum held November 25th, 2014, participants who use public transit reinforced Casey's message and congratulated the bus drivers on providing excellent customer service to people with different abilities.

Outdoor Spaces

Collingwood is proud of its outdoor trails and parks and wants to ensure that they are accessible for everyone. In the fall of 2014, Collingwood took the new Accessible Design of Public Spaces requirements into account in creating a new playground at Black Ash Creek, even though these requirements don't come into effect until 2016.



A portion of the Harbourview Park Boardwalk was replaced and rebuilt to a new 10 foot width. The Cenotaph recently had an accessible ramp installed at the east end and extra width installed at the west end to accommodate accessible seating.



A public forum was held to discuss the upgrades to Riverside Park in 2014. In 2015 construction of Riverside Park with accessible play opportunities began.

Parking

The Town will continue the ongoing review of existing off-street parking areas to ensure that we have ample accessible spaces to meet the needs of our residents. We will also consider the feasibility of applying the 2016 Accessible Parking requirements to include more accessible parking and designated spots for accessible vans, as outlined in the Design of Public Spaces Standard in the Integrated Accessible Standards Regulation.

Snow Removal

In our November 2014 Public Accessibility Forum, the issue of snow removal as an accessibility concern for pedestrians of all ages and abilities was a dominant theme. The Town is reviewing its policies and procedures to take the points raised into account, while appreciating the demands that come with unpredictability of snowfalls. The Public Works and Engineering Department has also provided timely and effective responses to any complaints received.

We want to hear from you

You can help us respond to accessibility barriers or challenges you experience by going to our website, clicking on the Accessibility link at the bottom of the home page and completing a Barrier Complaint Form, which you'll find on the right hand side of the page. You'll also find a general Accessible Customer Service Feedback Form in the same location. (See Appendix A for a snapshot of this page.)

In addition, the Town has a 'Contact Us' link on our website at the top of the page where you can voice your comments or concerns to staff about issues in the community. We hope to hear from you. By sharing your accessibility experiences with us, the municipality can ensure that Collingwood truly is a place where people of all abilities can live, work, and play!

For more information please contact:

Clerks Department
Town of Collingwood
P.O. Box 157, 97 Hurontario Street
Collingwood, ON
L9Y 3Z5
705-445-1030
clerk@collingwood.ca

Appendix A – Collingwood’s Accessibility Feedback Website Page

Webcams | WEATHER: Temperature: -14C Humidity: 52%

Collingwood [Contact Us](#) [Site Map](#) [Search Tips](#)

RESIDENT EXPLORE BUSINESS TOWN HALL I'd Like To...

Listen [Printer-friendly version](#)

Accessibility in Collingwood

The Accessibility for Ontarians with Disabilities Act (AODA) was established in 2005 and is now law in Ontario. The purpose of the AODA is to assist businesses and organizations throughout Ontario in reducing barriers to become more accessible to people with disabilities. The goal of the Act is to make the Province of Ontario completely accessible by 2025. The Act is comprised of five laws known as standards which work together to reduce barriers found in daily life. The five accessibility standards provide requirements about how to make the following elements accessible:

1. Customer Service
2. Information and Communication
3. Employment
4. Transportation
5. Design of Public Spaces

The last four standards are all part of the Integrated Accessibility Standards Regulation.

In addition, the accessibility requirements under the Ontario Building Code were revised in December 2013 and came into effect January 1, 2015. <http://www.mah.gov.on.ca/Page10546.aspx>

The Town of Collingwood is committed to providing persons with disabilities consistent opportunity and access to all Town goods, services and facilities while ensuring that policies, procedures and practices are provided in a timely manner that address integration, independence, dignity and equal opportunity.

To meet this commitment, we need your help. Please complete an [accessibility barrier complaint form](#) or a [feedback form](#) to let us know if any of our Town services or facilities are not accessible. You can also use the feedback form to let us know when we are doing a good job accommodating people with disabilities.

Who Needs to Comply?

To learn more about the AODA and compliance requirements for your organization or business, please visit the Ministry of Economic Development, Employment and Infrastructure website for more information: www.mcass.gov.on.ca/en/mcass/programs/accessibility/

AODA Training: Suppliers of Goods and Services for the Town of Collingwood

The AODA requires that contractors, vendors and any other parties or individuals who provide goods, services or facilities on behalf of the Town of Collingwood must ensure their employees are trained on the AODA standards.

Accessibility Plans

- 2013-2018 Multi-year Accessibility Plan (PDF)
- 2012 Accessibility Plan (PDF)
- 2011 Accessibility Plan (PDF)
- 2010 Accessibility Plan (PDF)

Accessibility Advisory Committee

The Accessibility Advisory Committee's role is to advise and assist staff and Council regarding the removal of barriers which exist within municipal services, practices and programs.

For more information on the committee, please visit the [Accessibility Advisory Committee page](#).

[Guide to serving on a Municipal Accessibility Advisory Committee - Government of Ontario \(PDF\)](#)

Accessibility Policy

- Customer Service Accessibility Policy (PDF)
- Accessibility Training Policy (PDF)

Feedback Forms

- Accessible Barrier Complaint Policy
- Accessible Customer Service Feedback Form

[SITE MAP](#) **[ACCESSIBILITY](#)** [ACCOUNTABILITY](#) | [CONTACT US](#)

Documents are available in alternate formats upon request. If you require an accessible format or communication support, please contact the Clerk's Department at 705-445-1030 or by email at clerk@collingwood.ca to discuss how best we can meet your needs.

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Appendix B – Accessibility Advisory Strategic Plan

The AAC is committed to working with the Town to increase the visibility of accessibility and the committee itself. To ensure success, the AAC will work hard to help integrate accessibility into the full range of the Town’s initiatives and to emphasize the importance of universal access for all people. To support these goals and objectives the AAC Strategic Plan was developed to work in conjunction with the Town’s Strategic Multi-Year accessibility plan.

Accessibility Advisory Committee Strategic Plan 2015 - 2018

The AAC supports the Town of Collingwood's vision and the strengthened position of inclusion for all.

"Collingwood is a responsible, accessible and sustainable community that leverages its core strengths: vibrant downtown; a setting within the natural environment; and, an extensive waterfront. This offers a healthy, affordable and four-season lifestyle to all residents, businesses and visitors.

Building on the Town's vision, the Committee supports the following specific vision:

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 Town Council and staff to provide all people with consistent opportunity and access to all Town goods, services and facilities. When necessary, to advocate for improved accessibility within the Town of Collingwood.

Key Strategic Goals for 2015-2018:

1. To increase the visibility of accessibility and the AAC and to help integrate accessibility into the full range of Town initiatives
2. To emphasize the importance of universal access for all people

Opportunities:

- Committee members bring a wealth of experience and background knowledge to their roles on the AAC.
- Town staff have encouraged residents and visitors to provide feedback around accessibility in Collingwood. This feedback provides the AAC with valuable information about accessibility barriers and concerns in Collingwood. The AAC can target these barriers through its actions and recommendations.

- Staff in all Departments are committed to ensuring that the Town meets the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) and its regulations.

Challenges:

- Like most municipalities, Collingwood has limited human and financial resources. Difficult decisions must be made regarding what accessibility changes can be made and within what timelines.
- While attitudes are changing, for many people accessibility is not top of mind. The AAC faces the challenge of ensuring that AAC members are consulted when municipal plans or opportunities are considered that may affect people who require accommodations.
- Accommodation needs are still seen by many as applying only to a small segment of the population. The AAC faces the challenge of demonstrating that the need for an accessible town is far-reaching and that planning with accessibility in mind benefits everyone.

Implementing our Plan

Objectives Related to our Strategic Goals by year:

This report is a living document. While the goals and objectives for the remainder of 2015 can be well defined and are unlikely to change, the specific objectives for 2016 and 2018 may be redefined, added to and made more specific over time.

Goal #1: To increase the visibility of accessibility and the AAC and to help integrate accessibility into the full range of the Town's initiatives

Objectives for 2015

- Invite the CAO to attend an AAC Meeting at least annually.
- Schedule at least one meeting annually between the Chair(s) of the AAC, and the Town CAO, Clerk and Accessibility Coordinator to have more informal and detailed discussions on AAC activities and initiatives.

- Once each month, submit a local or regional accessibility-related fact or story to be included on the Town Page posted on the accessibility page of the Town website and included in the Enterprise Bulletin. These contributions should emphasize good news whenever possible.
- Bring strategic issues related to accessibility to the Corporate Services Standing Committee and to Council.
- Create a schedule with AAC members so at least one AAC representative attends each Corporate Services Standing Committee meeting and each Council meeting.
- Work with the Accessibility Coordinator to provide accessibility news items to post on the Town website. Ideally these would be refreshed every two weeks. While these news items could overlap with the local story or fact included on the Town Page, they more typically would be regional, provincial, national or international.
- Raise awareness of the accessibility implications of seemingly minor maintenance issues (e.g. a crack in the sidewalk, snow piling up between road and sidewalk, audible crossings not working, etc.).
- Work with the Business Development Centre, the BIA, the Chamber of Commerce and Breaking Down Barriers to encourage local businesses to hire people with disabilities and to incorporate personal care workers into their workspace to provide assistance, where needed, for employees with disabilities.
- In the AAC Annual report which is part of the Multi-Year Accessibility Plan annual update, monitor the Town's success in addressing identified accessibility barriers.

Objectives for 2016

- Continue to implement 2015 objectives
- Increase the visibility of the AAC and accessibility at the Elvis Festival, Sidelaunch and all Town events

Objectives for 2017

- Continue to implement 2015 and 2016 objectives

Objectives for 2018

- Continue to implement 2016 and 2017 objectives

Goal #2: To emphasize the importance of accessibility for all people

Objectives for 2015:

- Emphasize through the Town website, the annual AAC strategic plan, the annual update to the Town's multi-year accessibility plan and any other communications materials on accessibility that accessibility accommodations benefit all people of all ages
- Work with external agencies to find ways to communicate the importance of accessibility for all people over 50.
- Organize and promote public consultations on accessibility in ways that will highlight the importance of accessibility for all people and that will encourage a broad spectrum of people to attend.
- Work with the BDC and the BIA on tourism and business-focused accessibility initiatives.
- Continue to work with staff to ensure that all planned events are accessible.

Objectives for 2016:

- Continue to implement 2015 objectives
- Expand 2016 Access Awareness Week to include contests, art projects, gatherings and other initiatives that highlight the importance of accessibility for people of all ages and abilities.

Objectives for 2017:

- Continue to implement 2015 and 2016 objectives

Objectives for 2018:

- Continue to implement 2016 and 2017 objectives

APPENDIX B: Detailed Accessibility Advisory Committee Work Plan

Goal #1: To increase the visibility of accessibility and the AAC and to help integrate accessibility into the full range of the Town's initiatives

Objectives	Action Items	Term	Member Allocation	Key Performance Indicators
Invite the CAO to attend an AAC meeting at least annually	Invite the CAO and the Clerk to an AAC meeting Decide what will be discussed and who should present to CAO and Clerk	First meeting should take place after AAC Strategic Plan is finalized	AAC members with support of Accessibility Coordinator	Invitations are issued Agenda is drafted and topics of discussion listed
Annual meeting with Co-Chairs of the AAC, the CAO, Clerk and Accessibility Coordinator	Consult with CAO's assistant on CAO availability and set date	tbd	AAC Co-Chairs with Accessibility Coordinator	Meeting is scheduled Agenda is drafted and topics of discussion are listed
Monthly local accessibility fact or posted on Town Page, website, newspaper	Include call out for local accessibility fact or story at each AAC meeting If none is forthcoming, the AAC Co-Chairs should assign responsibility to one AAC member each meeting on a rotating basis Accessibility Coordinator will work with AAC	At each AAC meeting starting in November 2015 and ongoing	AAC members and Accessibility Coordinator	Stories are submitted on schedule and reflect a wide variety of accessibility-related issues

APPENDIX B: Detailed Accessibility Advisory Committee Work Plan

Objectives	Action Items	Term	Member Allocation	Key Performance Indicators
	members to write the stories, and also keep a file of stories and facts submitted by AAC members but not yet used			
Create a schedule with AAC members so at least one AAC representative attends each Corporate Services Standing Committee meeting and each Council meeting.	Create a table listing dates of Corporate Services Standing Committee meetings and Council meetings and leaving room to assign names next to each date	Before December AAC meeting	Accessibility Coordinator	A document is created that has names of meeting attendees for the next six meetings
Work with the Accessibility Coordinator to provide local, regional, national and/or international accessibility news items to post on the Town website. Ideally these would be refreshed every two weeks.	Be on the lookout for Accessibility news items Send them to Accessibility Coordinator and to Communications Officer, Jennett Mays	Immediately and ongoing	Accessibility Coordinator and all AAC members	News items are refreshed every two weeks
Work with the Business Development Centre, the BIA the Chamber of Commerce and Breaking Down Barriers to encourage	-Recognizing that the Enabling Change Project titled "Accessibility: Smart Businesses" provides Ontario Government	Immediately and ongoing	AAC members	Meetings are set up with the BDC, the BIA, the Chamber and Breaking Down Barriers.

APPENDIX B: Detailed Accessibility Advisory Committee Work Plan

Objectives	Action Items	Term	Member Allocation	Key Performance Indicators
<p>local businesses to hire people with disabilities and to incorporate personal care workers into their workspace to provide assistance, where needed.</p>	<p>funding to educate employers through the BIA and Chamber on the benefits of accessibility and provides financial incentives to encourage employers to hire people with disabilities, the AAC will meet with and support as appropriate the hiring of people with disabilities.</p> <p>-Recognizing as well the expertise and role of Breaking Down Barriers in educating potential employers about hiring people with disabilities and the need for personal care workers to accompany and assist some employees at work, once again the AAC will meet with, and support BDB in ways both parties deem appropriate and achievable.</p>			<p>A plan of action incorporating the AAC members and/or a commitment to keep the AAC informed and engaged as appropriate, is provided by the BDC, BIA, the Chamber and/or Breaking Down Barriers</p> <p>-A meeting is set up between Breaking Down Barriers and the AAC.</p> <p>-A commitment is made by BDB to inform and involve AAC members, when appropriate, concerning BDB initiatives to educate</p>

APPENDIX B: Detailed Accessibility Advisory Committee Work Plan

Objectives	Action Items	Term	Member Allocation	Key Performance Indicators
				businesses about allowing personal care workers to accompany and support workers with disabilities in the workplace.
<p>Raise awareness of the accessibility implications of maintenance issues (e.g. a crack in the sidewalk, snow piling up between road and sidewalk, audible crossings not working, etc.).</p>	<p>-work with Communications Officer and Accessibility Coordinator to include this theme on the Accessibility page of the Town website and also to identify other communication avenues to raise awareness around these accessibility barriers.</p> <p>-Include this item on each AAC meeting agenda starting in November 2015 as part of Accessibility Barrier identification update</p>	<p>-After October 2015 meeting</p>	<p>Accessibility Coordinator in consultation with AAC co-chairs</p>	<p>AAC members contribute examples</p>

APPENDIX B: Detailed Accessibility Advisory Committee Work Plan

Objectives	Action Items	Term	Member Allocation	Key Performance Indicators
Organize and promote public consultations on accessibility in ways that will highlight the importance of accessibility for all people and that will encourage a broad spectrum of people to attend.	-Actions will vary from one consultation to another, but choice of venue and communications materials should reflect this objective	October 2015 consultation and ongoing	All AAC members and Accessibility Coordinator	AAC members are selected to take the lead on upcoming consultations
Work with the BDC and the BIA on tourism and business-focused initiatives.	<p>-Some AAC members participated in a tourism video supported by BDC in August 2015</p> <p>-AAC members will be open to participation in other initiatives but request that AAC members be consulted early on in the process to ensure that a broad range of disabilities and accommodation needs plus range of information about Collingwood's accessibility is included.</p>	August 2015 and ongoing	All AAC members and Accessibility Coordinator	AAC members are assigned to talk with BDC/BIA personnel to communicate our intention to be involved whenever possible on tourism and business focused initiatives
Continue to work with staff to ensure that all planned events are accessible	-review and if needed update "Planning an accessible event" document	Immediately on acceptance of this plan and ongoing	All AAC members and Accessibility Coordinator	Staff routinely use the internal document "Making your event more accessible"

APPENDIX B: Detailed Accessibility Advisory Committee Work Plan

Objectives	Action Items	Term	Member Allocation	Key Performance Indicators
	-where events are not accessible bring specific barriers to the attention of the Manager of Parks, Recreation and Culture, through Town Clerk and/or the Accessibility Coordinator			<p>No barrier complaint forms are received during or following events related to these events</p> <p>Organizers receive positive feedback about accessibility of the event</p>
Expand Access Awareness Week 2016 to include contests, art projects, gatherings and other initiatives that highlight the importance of accessibility for people of all ages and abilities	Begin planning in 2015 to ensure that any collaboration with schools, businesses, and other organizations can be given the lead time necessary to ensure that they can build involvement into their annual planning calendars	Nov/December 2015	All AAC members and Accessibility Coordinator	A subcommittee is formed that will be charged with considering new possibilities for Access Awareness Week.

Appendix C - Compliance with Accessibility Regulations: Detailed Status 2015 and Plans for 2016

The following tables are a detailed description of how the Town is complying with each requirement under the Accessibility Regulations. This information is provided to the Ministry of Economic Development, Employment and Infrastructure. The chart can be provided in an accessible format or with communications supports on request.

APPENDIX C: Integrated Accessibility Standards Regulation

Accessible Customer Service Standard Regulation Detailed Status					
Section	Requirement	Deadline	Status	Details of status	2016 Objectives
3	<p>Create a customer service policy</p> <p>Shall establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities. Policy will include: Communicating appropriately with people with different disabilities; Use of services animals and support persons; Notice of temporary disruptions to service; Training; Feedback process; Notice of availability of documents in alternate formats or with communication supports on request.</p>	2010	Compliant	<p>Collingwood has an accessibility policy posted on its website on the Accessibility Page.</p> <p>Collingwood is always trying to improve its customer service to people of all abilities.</p> <p>The Collingwood Public Library also has an Accessible Customer Service Policy for users with disabilities which is reviewed annually.</p>	<p>This policy will be updated as needed.</p> <p>In 2016 the policy will be updated to include refresh training of current and seasonal employees.</p>
4	<p>Use of service animals and support persons</p>	2010	Compliant	<p>All staff are trained to understand and enable the use of service animals and support persons.</p> <p>The Town of Collingwood Transit allows any patron with a service animal or support person to use public transit at no extra cost.</p>	
5	<p>Notice of temporary disruptions to service</p>	2010	Compliant	<p>In general, any temporary disruptions to service are posted on our website both as a news item on the home page and on our accessibility webpage. A sign is posted at the</p>	Maintain

APPENDIX C: Integrated Accessibility Standards Regulation

Accessible Customer Service Standard Regulation Detailed Status					
Section	Requirement	Deadline	Status	Details of status	2016 Objectives
				<p>facility affected, and is posted on the Town’s social media Twitter and Facebook pages. The notices are updated when the disruption is over. In cases where this disruption affects known individuals scheduled to attend a meeting, a swimming lesson, etc., Town staff will call these individuals to inform them and explore another option.</p> <p>The Town has created a disruption of service link on our website and encourages members of the public to check this link before accessing Town buildings or services.</p> <p>Our Public Works Department has a Twitter feed and people who go door to door if they need to shut off streets, water or power. In addition they post planned shutdowns on the Town website and front desk workers are available to take calls or talk to people in person.</p> <p>For our transit system, temporary service disruptions that are planned are made public to the riders through notices in the newspaper, website, on buses, as well as on shelters. Also each stop that is directly impacted will be tagged with a notice telling the rider the duration of the disruption, as well as the closest location to board transit. Disruptions that occur while on route or with short notice or inclement weather are relayed through the local radio, as well as on the bus</p>	

APPENDIX C: Integrated Accessibility Standards Regulation

Accessible Customer Service Standard Regulation Detailed Status					
Section	Requirement	Deadline	Status	Details of status	2016 Objectives
				if there are any riders. The Town's Operators will do their best to ensure all riders reach their destination, however any disruption that can cause a potential safety concern will be dealt with on a case by case basis.	
6	Training/Interacting with the Public in ways that meet their accessibility needs	2010	Compliant	<p>All Town staff have been trained on the Accessible Customer Service Regulation. When new staff members are hired, completion of an online training module is part of their orientation program.</p> <p>A refresh training plan for staff has been developed. Annual refresh training during orientation for seasonal staff working with the public is part of this plan.</p> <p>Orientation training for staff and volunteers includes assignment of AODA/IASR training.</p>	Training is ongoing as required.
7	Feedback	2010	Compliant	<p>Collingwood has two forms posted on our Website to encourage feedback about accessibility: an Accessible Customer Service Feedback Form and a Barrier Identification Form. In addition, paper copies are available at Town Hall.</p> <p>Department Heads are encouraged to use or adapt these forms when dealing with the public and/or to encourage people to go on line and complete one of the existing feedback forms.</p> <p>In addition, the public is invited to attend and</p>	The feedback form on the website will be enhanced with MS Word and PDF forms that users can download to fill out and return to the Town.

APPENDIX C: Integrated Accessibility Standards Regulation

Accessible Customer Service Standard Regulation Detailed Status

Section	Requirement	Deadline	Status	Details of status	2016 Objectives
				<p>provide feedback as part of all Council, Committee and Board meetings.</p> <p>Feedback on our transit services is encouraged through email and phone. Drivers are often in direct communication with the passengers and hear issues as they occur. Drivers will bring this informal feedback to the attention of Town staff. In addition, the Town website feedback link has a direct link to Town staff that are able to deal with complaints and issues in a timely matter. Phone calls fielded by the transit operator are dealt with accordingly, or passed on to Town personnel. Feedback is recorded and provided to the Town on a regular basis as part of the new contract established with Sinton, our conventional transit service provider, in 2014.</p> <p>The Library has a Customer Service feedback form and a barrier compliant form to ensure materials and services are provided in an accessible manner.</p> <p>By-law also has an on-line complaint form where anyone can submit complaints and receive a timely response to the complaint filed and investigation if required.</p> <p>The Town has a general 'Contact Us' where people can voice their comments or complaints to staff about issues in the community, receiving a timely response.</p>	

APPENDIX C: Integrated Accessibility Standards Regulation

Accessible Customer Service Standard Regulation Detailed Status					
Section	Requirement	Deadline	Status	Details of status	2016 Objectives
8	Notice of availability of documents	2010	Compliant	Accessibility policies and plans are posted on our website and people who go to the website are told that these documents can be made available in accessible formats or with communication supports on request.	The Accessibility Coordinator for the Town will work with the Town's Communications Manager and with the AAC members to explore ways to increase public knowledge about the Town's accessibility policies, plans and procedures.
9	Format of documents	2010	Compliant	<p>On the bottom of each page of the Town's website the public is notified that "Town of Collingwood documents are available in alternate formats upon request, as well as communication supports" and contact information is provided. In addition, staff who work with the public are trained to provide communication supports and to offer the possibility of alternate formats.</p> <p>Documents related to the accessibility of our transit vehicles are available electronically in PDF as they are provided directly from the equipment manufacturer. Other transit information is provided on the Town website and is in Accessible Word format which can be accessed with a screen reader. When people cannot read the online or hard copy schedules or maps, an operator who works for Sinton, our conventional transit service provider will speak to them on the phone to answer their questions.</p>	Maintain status

APPENDIX C: Integrated Accessibility Standards Regulation

Integrated Accessibility Standards Regulation Detailed Status: General Requirements

Section	Regulation	Deadline	Status	Details of Status	2016 Objectives
3	<p>Establishment of accessible policies</p> <p>The Town shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting the requirements set out in the IASR.</p>	2013	Compliant	<p>The Town has created an IASR policy, which includes a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner. In addition, each Department has reviewed their policies and procedures to consider where accessibility clauses can appropriately be added. Accessibility is included as an important component in the following policies:</p> <ul style="list-style-type: none"> ▪ The Collingwood Museum Community Policy states “Exhibits and public programs in particular will be designed to encourage universal access. Availability to research files and collection artifacts will be arranged to accommodate special needs, where best practices and ethics for the Museum permit”. ▪ Our snow removal policies take accessibility into account. ▪ Our Guide to updating the website content contains guidelines on accessible features that must be adhered to when posting or updating content. Town Page content guidelines include directions for ensuring content is accessible. ▪ The Library recently has an accessibility paragraph in its Collection Policy. This paragraph explicitly establishes the provision of accessible formats and communication supports when requested by a library patron. 	<p>Departments will continue to monitor existing and new policies and procedures to ensure that accessibility is incorporated as appropriate.</p>

APPENDIX C: Integrated Accessibility Standards Regulation

Integrated Accessibility Standards Regulation Detailed Status: General Requirements

Section	Regulation	Deadline	Status	Details of Status	2016 Objectives
4	<p>Accessibility plans</p> <p>The Town shall establish, implement, maintain and document a multi-year accessibility plan, which outlines the organizations strategy to prevent and remove barriers and meet IASR requirements.</p>	2013	Compliant	<p>A multi-year plan for the Town was created and posted on our website as required under the IASR. An extensive review of the Multi-Year Plan was undertaken in the last quarter of 2014 with each Department to ensure that this plan was complete, transparent and up to date.</p> <p>The Town undertook a strategic planning exercise in 2015 and accessibility was included in the vision throughout the document.</p>	<p>Information highlighting accessibility progress and good news stories will be regularly shared with Collingwood residents through our website, our Town Page in the local newspaper and through other Communication avenues.</p> <p>An annual status report will be prepared by the Accessibility Coordinator and AAC .</p> <p>The Library is undertaking a separate strategic planning exercise and will take accessibility into account.</p>
5	<p>Procuring or acquiring goods, services or facilities</p> <p>The Town shall incorporate accessibility design, criteria, and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.</p>	2013	Compliant	<p>All Departments will continue to incorporate accessibility when procuring or acquiring goods, services or facilities.</p> <p>Managers and staff have been trained on the need to take accessibility into account when procuring goods, services, or facilities</p> <p>Transit buses purchased since 2011 have been procured through the Government of Ontario's Metrolinx Transit Procurement Initiative, which has ensured that all technical requirements of the IASR have been met.</p>	<p>We will explore including a clause in our procurement procedures that ensures accessibility is considered when procuring or acquiring goods, services or facilities.</p>
6	<p>Self Serve Kiosks</p>	2013	Compliant	<p>The Town has few self-serve kiosks with the exception of paid parking kiosks which were</p>	<p>When the Town purchases new self-serve kiosks, it will ensure</p>

APPENDIX C: Integrated Accessibility Standards Regulation

Integrated Accessibility Standards Regulation Detailed Status: General Requirements					
Section	Regulation	Deadline	Status	Details of Status	2016 Objectives
	The Town shall incorporate accessibility features when designing, procuring or acquiring self-serve kiosks.			<p>purchased in 2010, before the IASR came into effect. People with accessible parking permits do not have to pay for parking and therefore do not need to access these kiosks.</p> <p>The library removed an inaccessible kiosk and replaced it with a new computer printing system called PC Reservations. The library has printing stations on each floor and new technology information desks to assist with technology questions.</p>	that accessibility is considered.
7	<p>Training</p> <p>The Town shall ensure that training is provided on the requirements of the IASR to: All employees and volunteers; All persons who participate in developing the organization's policies; and, All other persons who provide goods, services or facilities on behalf of the organization.</p>	2014	Compliant	<p>IASR training was provided in 2014 which included in-person and online training modules. On-line training records keep track of each staff members' compliance with training requirements.</p> <p>Department Heads notify HR of staff and/or volunteers requiring AODA/ IASR related training and appropriate modules are assigned.</p>	Ongoing

APPENDIX C: Integrated Accessibility Standards Regulation

Integrated Accessibility Standards Regulation Detailed Status: Information and Communication Standard

Section	Requirement	Deadline	Status	Details of Status	Future Objectives
11	<p>Feedback processes</p> <p>The Town shall ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request.</p>	2014	Compliant	<p>Feedback can be provided to Town employees and Councillors in a variety of ways: through a personal conversation with a member of staff or Council either in person or by phone; written feedback provided via letter, email or a website feedback form (i.e. barrier complaint form); social media feedback, and by accessing the Town directory to email or phone staff. All Department Heads are aware that any feedback opportunity, on line, in person, on the phone or in writing must be provided in alternate formats on request. All staff who work with the public have been trained to provide communication supports.</p>	<p>All Departments will ensure that any feedback opportunities they undertake will include a question or questions related to accessibility whenever appropriate.</p>
12	<p>Accessible formats and communication supports</p> <p>The Town shall upon request provide or arrange for the provision of accessible formats and communication supports: In a timely manner that takes into account a person's accessibility needs; At a cost that is no more than the regular cost charged to other persons. Town staff</p>	2015	Compliant	<p>Collingwood goes over and above the requirements to ensure access to communication tools and supports for all abilities. On the bottom of each page of the Town's website the public is notified that "Town of Collingwood documents are available in alternate formats upon request, as well as communication supports" and contact information is provided. In addition, staff who work with the public are trained to provide communication supports and to offer the possibility of alternate formats.</p> <p>Examples include, Collingwood Museum</p>	<p>All departments will continue to look for opportunities to provide communication supports and accessible formats both on request and through accessible signage.</p>

APPENDIX C: Integrated Accessibility Standards Regulation

Integrated Accessibility Standards Regulation Detailed Status: Information and Communication Standard

Section	Requirement	Deadline	Status	Details of Status	Future Objectives
	will consult with the person making the request to determine the suitability of an accessible format or communication support; and, Notify the public about the availability of accessible formats and communication supports.			<p>received four iPads through the Enabling Accessibility Fund. Three of these iPads are portable and available for visitors to take around the Museum to access additional images, information and video footage, French translations and/or screen reader technology.</p> <p>The Library also provides public information brochures in regards to all technology and accessible services at the Library.</p> <p>The interpretive signs on the trails are compliant with CNIB regulations regarding font and letter size.</p> <p>The Building Department which issues building permits to individuals and businesses in Town has an on-line application but also helps people in person or over the phone.</p> <p>Similarly, the Finance Department will provide a large print portion of the section of the budget or other document as requested and/or will answer questions on the phone or in person.</p>	
13	<p>Emergency procedures, plans or public safety information</p> <p>The Town shall provide its emergency procedures,</p>	2012	Compliant	The Fire Department takes the lead on emergency procedures, plans and public safety information for our Town. Fire Department officials regularly meet with other Departments to ensure that our plans	<p>Maintain status and update as needed.</p> <p>The Emergency Information Plan (EIP) contains templates, guidelines and procedures for</p>

APPENDIX C: Integrated Accessibility Standards Regulation

Integrated Accessibility Standards Regulation Detailed Status: Information and Communication Standard

Section	Requirement	Deadline	Status	Details of Status	Future Objectives
	plans and public safety information in an accessible format.			<p>reflect current realities and needs. All plans, procedures and public safety information can be made available in an accessible format requested by individuals and care is taken to create the original products according to accessible information and communication requirements.</p> <p>The Communications Officer has a public safety information plan with media release templates, key messages and speaking note messaging about accessibility in case of a natural disaster or other major emergency. All these are available electronically and could easily be produced in large print format.</p> <p>In addition, the Fire Department updated its emergency procedures manual for the Town and consulted the AAC to ensure that it incorporated accessibility.</p>	communicating during an emergency situation. In 2016 the EIP will be updated to include consideration of accessible communications.
14	<p>Accessible websites and web content</p> <p>The Town shall make their internet websites and web content conform with the WCAG 2.0 level A and increasing to level AA by 2021</p>	<p>Level A 2014</p> <p>Level AA 2021</p>	<p>Compliant Level A</p> <p>Partly compliant In progress</p>	<p>We are continuing to improve the accessibility of our website. However our Town site is currently compliant with WCAG 2.0 Level A, as some of the following features will support:</p> <ul style="list-style-type: none"> ▪ All our images have alternative or advisory text added to the coding so that they can be accessed by screen readers. Each page also includes a ReadSpeaker button, which will read aloud the contents 	<p>The Town will investigate adding a feature to allow users to set increased font sizes.</p> <p>The Public Works Department is building a new website, which will be WCAG 2.0 A compliant. This Department is working to provide openness, transparency and accessibility to all Town residents in all their</p>

APPENDIX C: Integrated Accessibility Standards Regulation

Integrated Accessibility Standards Regulation Detailed Status: Information and Communication Standard

Section	Requirement	Deadline	Status	Details of Status	Future Objectives
			towards full Level AA compliance	<p>of the page.</p> <ul style="list-style-type: none"> ▪ The layout of the site was changed in an update release late in 2013. The layout was made simpler and easier to navigate, with a more consistent design, which can be navigated from the keyboard if needed. ▪ The text, link, and background colours along with font style and size along with other style features are set in a cascading style sheet (CSS) which applies the same, easy to read style across all pages. ▪ Text content is regularly reviewed to ensure it is well written, readable, and understandable. <p>The Library website is already compliant with WCAG 2.0 Level AA. It is part of a consortium of libraries that hired a company to bring all the libraries up to this level.</p>	communications.
19	<p>Public Libraries</p> <p>The Library Board will make accessible materials available where they exist (including literary, musical, artistic, dramatic material in accessible formats such as print, electronic, video, DVD, audio, Braille etc.)</p> <p>The Library Board will make information about the</p>	2013	Compliant	<p>The Collingwood Public Library has ensured that the public can have access to communication supports and accessible formats in the following ways:</p> <ul style="list-style-type: none"> ▪ A bank of 4 computers is available in the library loaded with enhanced accessibility software. ▪ Access to Smart View to magnify the page. ▪ Access to photocopiers to blow up an image. ▪ For Microfilm, a reader displayed on a 	Maintain status

APPENDIX C: Integrated Accessibility Standards Regulation

Integrated Accessibility Standards Regulation Detailed Status: Information and Communication Standard

Section	Requirement	Deadline	Status	Details of Status	Future Objectives
	<p>availability of accessible materials available to the public and will provide this information in accessible formats or with appropriate communication supports on request</p> <p>If possible, the Library Board may provide archival material, rare books and special collections in accessible formats</p>			<p>computer screen is available. The user can save the information on a jump drive and send it home for use on their home computer.</p> <ul style="list-style-type: none"> ▪ The Library has a Daisy printer and a Daisy player. ▪ Permanent collection of books and magazines that are Daisy format. ▪ The Centre for Equitable Library Access provides every accessible format if we don't have it. 	

APPENDIX C: Integrated Accessibility Standards Regulation

Integrated Accessibility Standards Regulation Detailed Status: Employment Standard

Section	Regulation	Deadline	Status	Details of Status	2016 Objectives
22	<p>Recruitment</p> <p>The Town shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.</p>	2014	Compliant	An accessibility tag line has been added to the recruitment page of our web site and will also be included in all job advertisements regarding the availability of accommodation during the recruitment process.	Maintain
23	<p>Assessment or selection process</p> <p>The Town shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials, or processes to be used.</p>	2014	Compliant	<p>Applicants who are selected to proceed to the interview stage are advised of the availability of accommodations during the recruitment process.</p> <p>In addition, an interview checklist has been developed which includes a column titled “Notified of accessible accommodations” to remind the person coordinating the interviews to advise interview candidates of the availability of accommodations during the interview process.</p>	Maintain
24	<p>Notice to successful applicants</p> <p>When making offers of employment the Town shall notify the successful applicant of its policies for accommodating employees with disabilities.</p>	2014	Compliant	<p>The standard letter of offer has been amended to notify the successful applicant of the Town of Collingwood’s policies for accommodating employees with disabilities.</p> <p>Letters of offer now include the following statement “The Town will make a genuine effort to provide accommodations to assist in the inclusion of employees with disabilities into employment activities in ways which</p>	

APPENDIX C: Integrated Accessibility Standards Regulation

Integrated Accessibility Standards Regulation Detailed Status: Employment Standard

Section	Regulation	Deadline	Status	Details of Status	2016 Objectives
				respect their dignity, independence, integration and equality of opportunity. Accommodation will be made only for those disability related needs disclosed by you that impact employment or the Town's emergency measures plan for you".	
25	<p>Informing employees of supports</p> <p>The Town shall inform its employees of its policies used to support its employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p>	2014	Compliant	<p>The Town has a history of supporting employees who have accommodation needs and have let employees know of these supports if they ask about accommodations.</p> <p>In addition, the Town makes these policies part of the information conveyed to the employee during orientation.</p>	Maintain
26	<p>Accessible formats and communication supports for employees</p> <p>Where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports: Information that is</p>	2014	Compliant	When requested the Town works with employees to arrange for the provision of accessible formats and communication supports.	Ongoing

APPENDIX C: Integrated Accessibility Standards Regulation

Integrated Accessibility Standards Regulation Detailed Status: Employment Standard

Section	Regulation	Deadline	Status	Details of Status	2016 Objectives
	needed in order to perform the employee's job; and, Information that is generally available to employee's in the workplace...				
27	<p>Workplace emergency response information</p> <p>The Town shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.</p> <p>Provide the workplace emergency response information to the person designated by the employer to provide assistance.</p> <p>The Town shall provide this information as soon as practicable after the employer becomes aware of the need for accommodation</p>	2012	Compliant and ongoing	<p>For years Collingwood has provided individual workplace accommodation plans including workplace emergency response information for staff that require accommodation.</p> <p>All new employees are educated on this during their HR orientation training.</p> <p>Department heads and supervisors/managers review existing individual workplace response information for employees who have moved location or jobs. They also consult with employees to ensure that the plan meets their current accommodation needs.</p>	<p>Proactive communication about the opportunity to create an individual emergency response plan with the employee's supervisor and/or HR Department staff as a standalone plan or as part of a broader workplace accommodation plan will continue to be circulated to Town Staff using Town traditional communication channels.</p> <p>Employees who have self-identified as requiring emergency response assistance or information will continue to be required to complete an information support form and meet with an HR representative to develop an appropriate individualized evacuation and emergency response plan.</p>

APPENDIX C: Integrated Accessibility Standards Regulation

Integrated Accessibility Standards Regulation Detailed Status: Employment Standard

Section	Regulation	Deadline	Status	Details of Status	2016 Objectives
	The Town shall review the individualized workplace emergency response information when: The employee moves to a different location in the organization; The employee's overall accommodation needs or plans are reviewed; and, The employer reviews its general emergency response policies				
28	<p>Documented individualized accommodation plan</p> <p>The Town shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>The process for the development of documented individual accommodation plans shall include eight prescribed elements included in the</p>	2014	Compliant	The HR Department has developed a written process for the development of documented individualized accommodation plans for employees with disabilities and communication templates for ensuring that employees are taking advantage of the opportunity for individualized accommodation plans.	

APPENDIX C: Integrated Accessibility Standards Regulation

Integrated Accessibility Standards Regulation Detailed Status: Employment Standard

Section	Regulation	Deadline	Status	Details of Status	2016 Objectives
	<p>Accessible Employment Standard.</p> <p>Individual accommodation plans shall: a) if requested, include any information regarding accessible formats and communications supports provided; b) include individualized workplace emergency response information; c) identify any other accommodation that is to be provided.</p>				
29	<p>Return to work process</p> <p>The Town shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require accommodation in order to return to work and document the process. The return to work process shall outline the steps the employer will take to facilitate the return to work of employees who were</p>	2014	Compliant	<p>The HR Department has developed a return to work process for Town employees who have been absent from work due to a disability and require accommodation. This process has been documented.</p> <p>Many departments have consciously planned for “return to work” contingencies even before this regulation came into effect.</p> <p>The Fire Department for example, has had to deal with four return to work situations in the last few years as a result of job-related injuries. They have developed with the HR Department of the Town an approach which respects accommodations and is compliant</p>	

APPENDIX C: Integrated Accessibility Standards Regulation

Integrated Accessibility Standards Regulation Detailed Status: Employment Standard

Section	Regulation	Deadline	Status	Details of Status	2016 Objectives
	absent due to their disability. Use documented individualized accommodation plans as part of the process.			with WSIB.	
30	Performance management The Town shall take into account the accessibility needs of employees with disabilities, as well as individualized accommodation plans, when using its performance management process.	2014	Compliant	The Town has many examples of employees with disabilities or different abilities who have participated in successful performance management, career development and/or redeployment that have met their accommodation needs.	Maintain
31	Career development The Town shall take into account the accessibility needs of its employees with disabilities as well as any accommodation plan, when providing career development and advancement to its employees with disabilities.	2014	Compliant	Collingwood has many examples of employees with disabilities or different abilities who have participated in successful performance management, career development and/or redeployment that have met their accommodation needs.	Maintain
32	Redeployment: The Town shall take into	2014	Compliant	The Town has many examples of employees with disabilities or different abilities who have	

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Section	Regulation	Deadline	Status	Details of Status	2016 Objectives
	account the accessibility needs of its employees with disabilities, as well as accommodation plans, when redeploying employees with disabilities.			participated in successful performance management, career development and/or redeployment that have met their accommodation needs.	

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Section	Requirement	Deadline	Status	Details of Status	Future Objectives
34	<p>Availability of information on accessibility equipment</p> <p>Conventional and Specialized transportation service providers shall make available to the public current information on accessibility equipment and features of their vehicles, routes and services.</p>	2012	Compliant	All information on accessibility equipment is available and ready on hand to deliver to riders upon request.	To continue to meet this requirement and to enhance our performance where required based on feedback from customers and from the annual Public Accessibility forum.
35	<p>Non-Functioning accessibility equipment</p> <p>If accessibility equipment on a vehicle is not functioning and equivalent service cannot be provided, conventional and specialized service providers shall take reasonable steps to accommodate persons with disabilities who would otherwise use the equipment and the transportation service provider shall repair the equipment as soon as possible.</p>	2011	Compliant	Red Cross and COLLTRANS – If the vehicle that a rider is using has encountered a situation en route in which accessibility equipment is not functioning, an additional vehicle will be dispatched to pick up the rider which is affected by the malfunction. The provider will not put a vehicle into service with non functioning accessibility equipment.	To continue to meet this requirement and to enhance our performance where required based on feedback from customers and from the annual Public Accessibility forum.
36	<p>Accessibility training</p> <p>In addition to the training requirements set out in Section 7, providers shall conduct employee and volunteer</p>	2014	Compliant and ongoing	Red Cross - Included in initial orientation held for Drivers across the province. Drivers also receive hands-on training. Shah Mohammed & Dianne Tripp are Q-Strait Trainers and assist with training.	Annual refresh training will continue to be provided.

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Section	Requirement	Deadline	Status	Details of Status	Future Objectives
	<p>accessibility training on: (a) The safe use of accessibility equipment and features; (b) Acceptable modifications to procedures in situations where temporary barriers exist or accessibility equipment on a vehicle fails; and (c) Emergency preparedness and response procedures that provide for the safety of persons with disabilities.</p> <p>Providers shall keep a record of training provided, including dates and number of individuals trained.</p>			<p>COLLTRANS- As per the contract between Sinton Landmark (the Operator) and The Town of Collingwood, the operator is required to abide by all AODA policies and training and provide the Town with written proof annually that they are in compliant with all training.</p>	
37	<p>Emergency preparedness and response policies</p> <p>In addition to Section 13, providers shall: (a) Establish, implement and maintain and document emergency preparedness and response policies that provide for the safety of persons with disabilities; (b) Shall make those policies available to the public; and (c) Provide information in an accessible format upon request.</p>	2012	Compliant and ongoing	<p>Red Cross - All Drivers must attend Red Cross Emergency Training and First Aid Training prior to driving clients.</p> <p>COLLTRANS - All drivers are trained in emergency management as part of their orientation and in adherence with their Driver Handbook.</p> <p>The Town provides information in an accessible format and/or with communication supports on request.</p>	<p>To continue to provide this training.</p> <p>To examine our emergency preparedness procedures and policies to ensure that we are in compliance.</p> <p>To post these policies on the Town website.</p>

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Section	Requirement	Deadline	Status	Details of Status	Future Objectives
38	<p>Fares, support persons</p> <p>No provider shall charge a fare to a support person who is accompanying a person with a disability where the person with a disability has a need for a support person</p>	2014	Compliant	Support persons have never been charged a fare on any of the Town of Collingwood modes of Transportation.	To continue this practice.
39-40	<p>Transition, existing contracts and existing vehicles</p>	2012	Compliant	Any vehicles purchased prior to 2011 are equipped with the necessary accessible devices to meet the current standards. Our oldest buses will likely be replaced in 2017.	No plans currently since we don't anticipate replacing any vehicles in the coming year.
41	<p>Accessibility plans, conventional service providers</p> <p>In addition to Section 4, in their accessibility plans, service providers shall identify the process for managing, evaluating and taking action on customer feedback.</p> <p>Service providers shall hold an annual public meeting involving persons with disabilities to ensure that they have an opportunity to participate in a review of the accessibility plan and are given an opportunity to provide feedback on the plan.</p>	2013	Compliant and ongoing	<p>Colltrans can receive feedback either through telephone or email. The Town's website provides a direct email link to Town staff to address any concerns related to transit. Riders may also contact the operator via telephone or through direct communication with the transit drivers. All comments and concerns as of November 2014 are being recorded.</p> <p>The Town of Collingwood held its second Public Meeting on November 25, 2014 to provide an opportunity for the public to participate in commenting on both Specialized and Conventional transit. The public was congratulatory about the independence the links between Collingwood and Wasaga and Collingwood and Blue Mountain have provided for</p>	

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Section	Requirement	Deadline	Status	Details of Status	Future Objectives
	Shall address both conventional and specialized services in its plan.			people with disabilities. Both conventional and specialized services are included in our planning.	
42	Accessibility plans, specialized service providers In their accessibility plans shall: (a) Identify the process for estimating the demand for specialized transportation services; and (b) Develop steps to reduce wait times for specialized transportation services.	2013	Compliant	Due to budget constraints, a wait list was put in place for any new clients with social activities. Clients are asked to provide 7-10 days notice when booking rides, but can accommodate emergency calls and appointments within a 3 day window.	To continue to meet this requirement and to work to enhance our performance where required based on feedback from customers and from the annual Public Accessibility forum.
43	Accessibility plans, specialized and conventional providers In their accessibility plans shall: (a) Describe their procedures for dealing with accessibility equipment failures on their respective types of vehicles.	2013	Compliant and ongoing	We currently have plans in place for accessible equipment failures. We have applied these plans in several situations in the past. The ability to dispatch additional vehicles within 10 minutes to all vehicles operating within the Town of Collingwood allows all vehicles with malfunctions to be replaced. If a rider is unable to depart the bus due to a malfunction, we have technical staff on call that are able to use manual means to deploy lifting devices or call for emergency help if required.	
44	General responsibilities Conventional Transportation Service Providers shall: (a)	2012	Compliant	COLLTRANS operators operate fully accessible transit buses which are in adherence to AODA standards and deploy	

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	Deploy lifting devices, ramps or portable bridge plates upon the request of a person with a disability; (b) Ensure that adequate time is provided to persons with disabilities to safely board, be secured and deboard transportation vehicles and that assistance be provided, upon request; (c) Assist with safe and careful storage of mobility aids or mobility assistive devices use by persons with disabilities; and (d) Allow a person with a disability to travel with a medical aid.			all accessibility equipped buses on an as needed basis. Drivers are all trained in proper securement and storage of mobility and medical aids.	
45	Alternative accessible method of transportation N/A	For conventional transportation providers who do not provide specialized transportation services.			
46	Fares No service provider shall charge a higher fare to a person with a disability than the fare that is charged to a person without a disability where the person with a disability uses a conventional transportation service.	2011	Compliant	No rider is charged a different fare based on different abilities. Seniors and students receive a discounted fare.	Maintain
47	Transit stops Service providers shall ensure	2012	Compliant	The Town of Collingwood strives to create and maintain all of its Conventional Transit stops to a standard which meets those of	

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	that persons with disabilities are able to board or de-board a vehicle at the closest available safe location that is not an official stop, if the official stop is not accessible and the safe location is along the same transit route. Drivers must report an inaccessible bus stop or barrier in a prompt manner.			the accessible community. There are circumstances in which temporary stops are erected due to construction, pilot projects, or a simple request of a single or group of passengers. The Town is aware that some of these stops may not have the infrastructure necessary to meet the guidelines, however the operator does ensure that any rider with a disability can board or depart the bus at a safe location that is convenient for the rider with accessibility needs. It is also understood that the inclement weather that the municipality is exposed to can cause issues with access to transit during the winter months. The Town strives to maintain the bus stops to a standard similar to other exterior travelled paths throughout the Town.	
48	<p>Storage of mobility aids</p> <p>Service provider shall ensure: (a) Mobility aids and assistive devices are stored in the passenger compartments of its vehicles within reach of the person with a disability; (b) If safe storage of mobility aids is not possible within passenger compartments and the vehicle is equipped with a baggage</p>	2012	Compliant	Mobility devices are stored on a case by case situation. The drivers work with the rider to help find the most suitable and safe storage solution for the client. If there are any concerns with the way a device is stored or located the Operator will ensure that the client and other riders' safety is the primary focus and will relay that to the client.	

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	compartment the mobility aids shall be stored in the baggage compartment of the same vehicle on which the person with a disability is travelling; and (c) Mobility devices are to be secured and returned in a safe manner that does not affect the safety of other passengers and does not cause damage to the aid or device.				
49	<p>Courtesy seating</p> <p>Provide clearly marked courtesy seating as close to the front of the bus as possible. Operator communicates to the other passengers the purpose of courtesy seating.</p>	2012	Compliant	Courtesy seating and priority seating stickers are located in the forward seating rows of the Town buses. Priority is given to people with disabilities. The Operator does their best to enforce this within the bus without causing conflict amongst the passenger. These locations are clearly labeled with signage provided through the Government of Ontario.	
50	<p>Service disruptions</p> <p>Where a route or scheduled service is temporarily changed and the change is known in advance of the trip, transportation service providers shall: (a) make available alternate accessible arrangements to transfer</p>	2013	Compliant	Temporary service disruptions that are planned are made public to the riders through notices in the newspaper, website, on buses, as well as on bus shelters. Also each stop that is directly impacted will be tagged with a notice telling the rider the duration of the disruption, as well as the closest location to board transit. Disruptions that occur while on route or with short notice or inclement weather are	

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	<p>route or while the vehicle is being operated. Must ensure that all destination points or available route stops:</p> <p>a) Are announced through electronic means</p> <p>b) Are legible and visually displayed through electronic means</p> <p>c) Clause (b) shall meet the requirements of Section 58</p>				
53-61	<p>Conventional transportation - Technical requirements</p> <ul style="list-style-type: none"> ▪ Grab bars ▪ Floors and carpeted surfaces ▪ Allocated mobility aid spaces ▪ Stop-requests and emergency response controls ▪ Lighting features ▪ Signage ▪ Lifting devices ▪ Steps ▪ Indicators and alarms 	2011	Compliant	All new transit buses procured through Metrolinx satisfy the requirements stipulated in this section.	
62	N/A Rail cars				
63	<p>Categories of eligibility</p> <p>Ensure that specialized transportation provider has three categories of eligibility including:</p>	2017	Compliant	For Collingwood program, clients have to be seniors (65+) or persons with some sort of physical or mental health illness/disability which prevents them from using public	We will continue to meet this requirement and to enhance our performance where required based on

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Section	Requirement	Deadline	Status	Details of Status	Future Objectives
	<ul style="list-style-type: none"> ▪ Unconditional Eligibility ▪ Temporary Eligibility ▪ Conditional Eligibility 			transportation.	feedback from customers and from the annual Public Accessibility forum.
64	<p>Eligibility application process</p> <p>Provides an application for eligibility process for persons with disabilities which adhere to Subsection Section 1-9 of S.64.</p>	2014	Compliant	For Collingwood program, clients have to be seniors (65+) or persons with some sort of physical or mental health illness which prevents them from using public transportation.	We will continue to meet this requirement and to enhance our performance where required based on feedback from customers and from the annual Public Accessibility forum.
65	<p>Emergency or compassionate grounds</p> <p>Develop procedures to provide service to persons with disabilities prior to meeting eligibility; on emergency or compassionate grounds or where there are no other accessible transportation services to meet the person's needs.</p>	2014	Compliant	For Collingwood program, clients have to be seniors (65+) or persons with some sort of physical or mental health illness which prevents them from using public transportation.	
66	<p>Fare Parity</p> <p>Where a transportation service provider provides both conventional and specialized transportation services, the transportation service provider shall ensure that there is fare</p>	2017	Compliant		Maintain

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Section	Requirement	Deadline	Status	Details of Status	Future Objectives
	<p>parity between conventional and specialized transportation services</p> <p>Where a transportation service provider provides both conventional and specialized transportation services, the transportation service provider shall ensure that the same fare structure is applied to both.</p> <p>Where a transportation service provider provides both conventional and specialized transportation services, the transportation service provider shall ensure that the same fare payment options are available for all transportation services, but alternative options shall be made available to persons with disabilities who cannot because of their disability use a fare payment option.</p>				
67	<p>Visitors</p> <p>Specialized transportation provider shall: ensure specialized transportation services are available to visitors</p>	2013	Compliant	Service can be provided to visitors of jurisdiction upon request.	We will continue with this practice.

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Section	Requirement	Deadline	Status	Details of Status	Future Objectives
	of their jurisdiction.				
68	<p>Origin to destination services</p> <p>Ensure that origin to destination services are provided within the service area, take into account the abilities of passengers and accommodate their abilities. Refers to the overall transportation services that allows specialized transportation service provider to best meet the needs of persons with disabilities.</p>	2011	Compliant	All services are provided based on a scheduled appointment or the client's request and cater to their needs/requests.	We will continue with this practice.
69	<p>Co-ordinated services</p> <p>Where specialized service is offered in adjacent municipalities, specialized service provider shall facilitate connections between their services.</p>	2013	Compliant to the extent possible	Neither of the adjacent municipalities have specialized service currently.	We will continue to monitor the potential addition of specialized services in adjacent municipalities and will negotiate coordinated services as these plans progress. Currently there are no such plans known to the Town of Collingwood.
70	<p>Hours of service</p> <p>Where conventional and specialized transportation services are provided by separate transportation service providers in the same</p>	2017	In progress	The Town is currently working (Nov-Dec 2014) with its provider of Specialized Service to meet the requirement of equal hours of service. Current budget planning will take into account the requirement to extend the Hours of Service for Specialized transit for 2015. The provision of the	We will continue to work to meet this requirement by 2017.

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	<p>jurisdiction, the specialized transportation service provider shall ensure that it has, at a minimum, the same hours and days of service as any one of the conventional transportation service providers (N/A to Town)</p> <p>Where a transportation service provider provides both conventional transportation services and specialized transportation services, it shall ensure that the specialized transportation services have, at a minimum, the same hours and days of service as the conventional transportation services.</p>			<p>Accessible shuttle by the Town of Collingwood is currently meeting the need for the hours of service not provided by the current Specialized Service Provider. It should also be noted that the Service Provider of Specialized transit in the Town of Collingwood is the Red Cross. The Town helps subsidize the service to increase the level of service by providing operating funding and a leased vehicle.</p>	
71	<p>Booking</p> <p>Every specialized transportation service provider shall, where the specialized transportation service requires reservations:</p> <p>(a) Provide same day service to the extent that it is available;</p> <p>and (b) Where same day service is not available, accept booking requests up to three hours before the published end of the</p>	2014	Compliant	<p>For any last minute requests, Red Cross will do its best to accommodate clients based on availability of volunteers and vehicles being used. This is not the norm for our Transportation program as we request 7-10 business days notice to book any rides.</p>	

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Section	Requirement	Deadline	Status	Details of Status	Future Objectives
	service period on the day before the intended day of travel.				
72	<p>Trip Restrictions</p> <p>No specialized transportation service provider shall limit the availability of specialized transportation services to persons with disabilities by: (a) Restricting the number of trips a person with a disability is able to request: or (b) Implementing any policy or operational practice that unreasonably limits the availability of specialized transportation services.</p>	2014	Compliant	Currently, there are no trip restrictions within the Town of Collingwood jurisdiction.	We will continue this practice.
73	<p>Service delays</p> <p>Every specialized transportation service provider, where the specialized transportation services require reservations, shall provide information on the duration of service delays to affected passengers by a method agreed to by the specialized transportation service provider and passenger. A service delay is a delay of 30 minutes or more after a</p>	2013	Compliant	Client is currently contacted by scheduler should there be a delay in pick-up time. When service is cancelled due to weather conditions, drivers also assist with this process due to client volume.	We will continue to meet this requirement and to enhance our performance where required based on feedback from customers and from the annual Public Accessibility forum.

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Section	Requirement	Deadline	Status	Details of Status	Future Objectives
	scheduled pick up time.				
74	<p>Companions and children</p> <p>Every specialized transportation service provider shall allow companions to travel with persons with disabilities if space is available and will not result in the denial of service to other persons with disabilities</p> <p>Shall allow dependents to travel with a person with a disability who is the parent or guardian of the dependent if appropriate child restraint securement systems and equipment are, if required, available.</p>	2012	Compliant	Part of the Red Cross's AODA Customer Service Policy. Companions/dependents are allowed to travel with the person with disabilities provided they are 18+ years.	To work with Red Cross in the possibility of installing child restraint securement systems and equipment.
75-77	N/A Other Transportation Services (Ferries, school transportation and other public sector transportation)				

MUNICIPAL TAXICABS

Section	Regulation	Compliance Date	Status		
78	<p>Duties of municipalities – general</p> <p>Any municipality that provides conventional transportation services shall consult with its municipal accessibility advisory committee, the public and</p>	2013	Compliant	The Internal Staff Working Group consults with and provides information to the Collingwood Accessibility Advisory Committee in regards to bus stops and shelters. In addition, bus stops and shelters are one of the topics addressed at the Annual Public Accessibility Forum.	We will continue to meet this requirement and to enhance our performance where required based on feedback from customers and from the Annual Public Accessibility Forum.

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Section	Requirement	Deadline	Status	Details of Status	Future Objectives
	<p>persons with disabilities in the development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters.</p> <p>Shall identify planning for accessible bus stops and shelters, including any steps that will be taken to meet the goal of accessible bus stops and shelters, in its accessibility plan.</p> <p>Where a municipality has entered into arrangements with a person respecting the construction of bus stops and shelters in its jurisdiction, the municipality shall ensure that the person participates in the consultation and planning as described in (a) and (b) (above).</p>				
79	<p>Duties of municipalities, accessible taxicabs</p> <p>Every municipality shall consult with its municipal accessibility advisory committee, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs</p>	2013	Compliant and ongoing	The Town will consult with the public and the CAAC regarding the number of accessible on-demand taxis required for the Town of Collingwood and develop steps to be taken to meet this need. At the most recent Public Forum on transportation held October 2015 there was no concern raised with the number of accessible taxicabs.	We will continue to meet this requirement and to enhance our performance where required based on feedback from customers and from the Annual Public Accessibility Forum.

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Section	Requirement	Deadline	Status	Details of Status	Future Objectives
	<p>required in the community.</p> <p>Shall identify the progress made toward meeting the need for on-demand accessible taxicabs, including any steps that will be taken to meet the need, in its accessibility plan.</p>				
80	<p>Duties of municipalities, taxicabs</p> <p>1. Any municipality that licenses taxicabs shall ensure that owners and operators of taxicabs are prohibited: a) from charging a higher fare or an additional fare for persons with disabilities than the fare charged for person without disabilities for the same trip, and b) from charging a fee for the storage of mobility aids or mobility assistive devices.</p> <p>2. Shall ensure that owners and operators of taxicabs place vehicle registration and identification information on the rear bumper of the taxicab</p> <p>3. Shall ensure that owners and operators of taxicabs make available vehicle registration and identification</p>	2012	Compliant		

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Section	Requirement	Deadline	Status	Details of Status	Future Objectives
	<p>information in an accessible format to persons with disabilities who are passengers</p> <p>4. The information in subsection (2) shall meet the requirements of subsection 58(3) O. Reg. 191/11, s.80(4)</p> <p>5. The municipalities described in this section shall meet the requirements in this section: a) by July 1, 2011 in respect of subsection (1); and b) by January 1, 2012 in respect of subsections (2) and (3) O. reg. 191/11, s.80(5).</p>				

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Integrated Accessibility Standards Regulation Detailed Status: Design of Public Spaces Standard

Section	Requirement	Deadline	Status	Details of Status	Future Objectives
80.6	<p>Recreational trails & beach access routes</p> <p>This applies to new constructed and redeveloped recreational trails that the Town intends to maintain. The Town must consult with the public including persons with disabilities and the Accessibility Advisory Committee.</p>	2016	Compliant	Departments directly associated with this standard have and will continue to participate in IASR training as needed and be provided with a Design of Public Spaces Guidebook for reference. In addition, a representative from the affected departments will meet with the staff accessibility working group and provide a report on the status of any new construction and redeveloped recreational trails. Accessibility concerns, questions and review of plans will occur at these meetings.	Maintain status
80.16 80.17	<p>Outdoor public use eating areas</p> <p>The Town shall ensure that when constructing or redeveloping outdoor public use eating areas intended to be maintained by the Town, the outdoor public use eating areas meet the following requirements:</p> <p>1. A minimum of 20 per cent of the tables that are provided must be accessible to persons using mobility aids by having knee and toe clearance underneath the table and in no case shall there be fewer than one table in an outdoor public</p>	2016	In progress/ Ongoing as required	The Town does not currently have any outdoor eating areas operated or maintained by the Town. Should the Town install outdoor eating areas, the requirements of this section shall be adhered to.	The Town will work with all vendors operating an outdoor eating area.

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Section	Requirement	Deadline	Status	Details of Status	Future Objectives
	use eating area that meets this requirement; 2. The ground surface leading to and under tables that are accessible to persons using mobility aids must be level, firm and stable; and 3. Tables that are accessible to persons using mobility aids must have clear ground space around them that allows for a forward approach to the tables.				
<p>80.18</p> <p>80.20</p>	<p>Outdoor play spaces</p> <p>When constructing new or redeveloping existing outdoor play spaces the Town shall consult on the needs of children and caregivers with various disabilities, the public and persons with disabilities and the CAAC.</p> <p>When constructing new or redeveloping existing play spaces the Town shall: (a) incorporate accessibility features for children and caregivers with various disabilities into the design; (b) ensure that ground surface is firm, stable and has impact attenuating properties for</p>	2016	In progress/ Ongoing as required	<p>A community consultation meeting was held with neighbouring residents to discuss development of a new park (Riverside Park). Construction of Riverside Park with accessible play opportunities is underway and expected to be completed at the end of 2015.</p> <p>A community consultation meeting was held with neighbouring residents to discuss play opportunities at Morbay Park and construction was completed in September 2015.</p> <p>The Amphitheatre stage was built with an accessible path and ramp.</p>	A public forum will be held and the AAC will be notified of any new park construction or redevelopment to seek input on play opportunities and/or upgrades to park development.

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Section	Requirement	Deadline	Status	Details of Status	Future Objectives
	injury prevention and sufficient clearance to provide children and caregivers with various disabilities the ability to move through, in and around the outdoor play space.				
80.21 80.31	Exterior paths of travel This applies to newly constructed and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience	2016	In progress/ Ongoing as required	The front entrance and the parking lot for the new Fire Hall were redesigned before construction once the accessible design of public spaces standards were released. The front entrance and parking lot to the newly constructed pool and area facilities provides for a wide concrete curb ramp from the parking area and in close proximity to the accessible parking area.	An exterior path of travel will be installed at Sunset Point Park from the west parking lot to the canteen. Continue to require from developers a public accessible path throughout any development.
80.32 80.39	Accessible parking The Town shall ensure that when constructing new or redeveloping off-street parking facilities that the off-street parking facilities meet the requirements set out in this part	2016	In progress/ Ongoing as required	The front entrance and the parking lot for the new Fire Hall were redesigned before construction once the accessible design of public spaces standards were released. The off-street parking areas created at the new pool and arena facilities provide the required parking stalls and meet the Standard.	Existing off-street parking areas will be reviewed and modified.
80.40 80.43	Obtaining services Obligated organizations shall meet the requirements set out in this Part in respect of the	2016	In progress/ Ongoing as	The front entrance and the parking lot of the new Fire Hall were redesigned before construction once the accessible design of public spaces standards were released.	Public Utilities will look at how to balance the counter height requirements of this regulation with concern

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Section	Requirement	Deadline	Status	Details of Status	Future Objectives
	following: 1. All newly constructed service counters and fixed queuing guides; and 2. All newly constructed or redeveloped waiting areas.		required	<p>Public Utilities just had renovations done on the front customer service area and had an audit done to look at accessibility and other factors. The audit said that the only issue was counter height.</p> <p>The new pool and arena facilities have made many accommodations including services counter heights in the customer services areas.</p>	about staff safety through potential customer violence.
80.44	<p>Maintenance</p> <p>The Town shall ensure that their multi-year accessibility plans include the following: 1) Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this part; and 2) Procedures for dealing with temporary disruptions when accessible elements required under this part are not in working order.</p>	2016	In progress/ Ongoing as required	<p>The Parks, Recreation and Culture Department responds to “on demand tasks” that may impede the path of travel and also has a yearly maintenance program to keep vegetation clear from paths of travel.</p> <p>In addition, the Town has a Barrier Complaint form on its website that can be completed when elements are not in working order.</p>	The Collingwood Accessibility Coordinator will work with the Simcoe County Accessibility Roundtable members and Town Staff to clarify how this maintenance requirement aligns with O.reg.239.02 under the Municipal Act dealing with maintenance.