



2014 Updated Multi-Year Accessibility Plan

Collingwood:

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

Presented by: Collingwood Accessibility Advisory Committee

Approved by: Collingwood Council

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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.

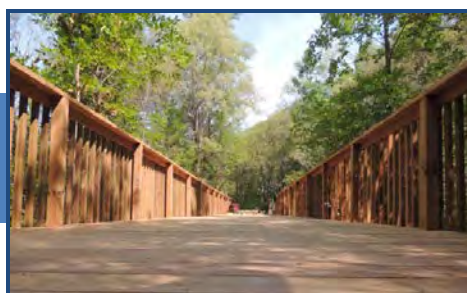
Our popular transit links to Wasaga Beach and the Blue Mountains help to increase independence for people of all ages and abilities.

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



A message from the Accessibility Advisory Committee

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

We are also very pleased to report that over the past year the Accessibility Advisory Committee supported the recruitment of a Freedom of Information and Accessibility Coordinator for the Town of Collingwood. This position works to ensure that the Town complies with all accessibility legislation, and has proven to be a great resource to the Accessibility Advisory Committee.

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. Over the past year, the Town's website has been updated and refreshed to increase accessibility features and to make it as user-friendly as possible. It will continue to evolve as accessible technology and strategies develop.

As well, the Clerk's Department conducted an extremely accessible municipal election this past October. Accessibility opportunities for voters and candidates were carefully considered, and provisions included alternative voting methods and ballot marking equipment.

The Committee is also proud of a public forum held on November 25th in regards to transit and accessibility. The public attendees and Committee members shared their experiences, challenges, and recommendations around accessibility in the Town of Collingwood.

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.

*Catherine A. Sholtz & Jonathan Brown
Co-Chairs, Collingwood Accessibility Advisory Committee*

Collingwood's commitment to Accessibility

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 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

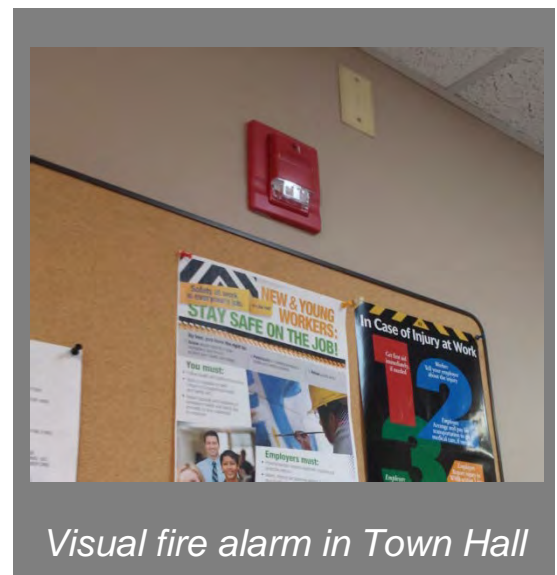
¹ AccessOn Fact Sheet. Available online at: www.mcass.gov.on.ca/documents/en/mcass/

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.

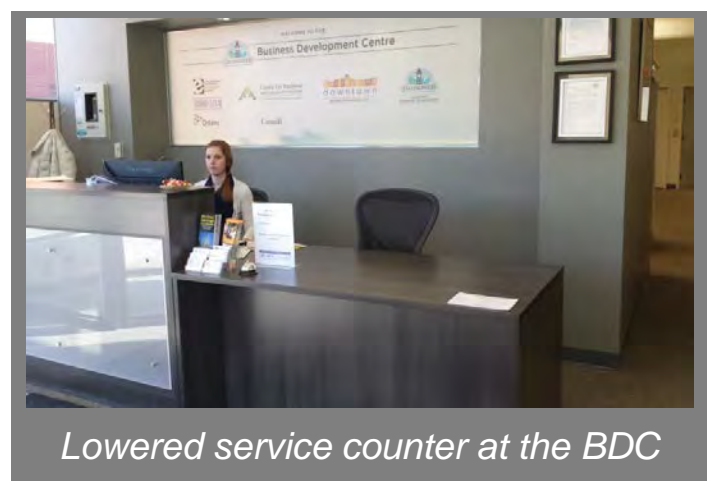
Collingwood Town Hall (97 Hurontario Street)

- 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)

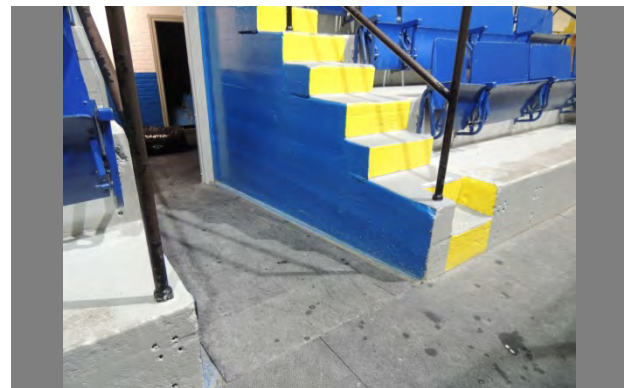
- Designated accessible parking
- Street level access with clear path of travel
- Power assisted entrance door and lobby door to the change rooms
- Power assisted doors to the rink surface
- Elevator to access upper level spectator areas
- Accessible change rooms available
- Accessible washrooms available



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

Eddie Bush Memorial Arena (97 Hurontario Street)

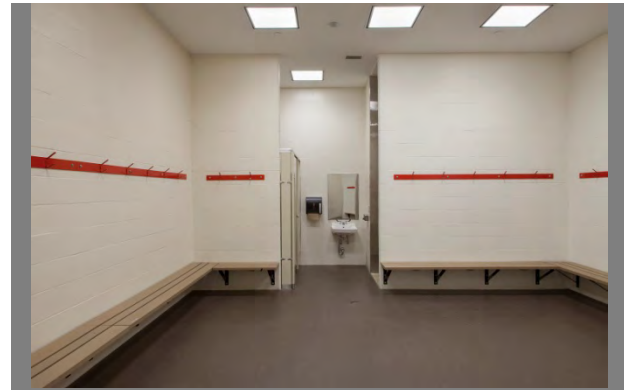
- Designated accessible parking available on Hurontario Street and in the municipal parking lot behind the Business Development Centre
- Street level access with clear path of travel
- Power assisted entrance door
- Accessible washroom available in the lobby
- Power assisted door to the arena area
- 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
- 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
- FM 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 to the main entrance of the pool – lever handles on all other doors
- 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, with a special emphasis on the progress the Town has made in the last year and the plans we are making for 2015. 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.

In 2015, the Town is looking to provide better customer service for people of all abilities by adding to the ways it lets 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.

Collingwood employees are trained to provide accessible customer service. In 2015, seasonal staff and volunteers, as well as new fulltime employees will receive appropriate training, and refresher courses are provided to existing staff.

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.”

In 2015, the Town plans to share information highlighting accessibility regularly through our website and our Town Page in the local newspaper. We will 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 who 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

This year 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.



In 2015 the Town will make several improvements to the accessibility of Sunset Point Park, including:

- building a hard surface accessible ramp leading to the water
- working with the canteen vendor at Sunset Point Park to provide accessible tables in the patio and park areas and
- installing an exterior path of travel from the west parking lot to the canteen

A public forum was held to discuss the upgrades to Riverside Park in 2014 and another forum will be held in 2015 regarding new parks and upgrades to existing park development. Accessibility will be a focus of this forum.

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

In order to make Collingwood more accessible, we need your help. If you have comments on this report, please email our Accessibility Coordinator at lmarkowsky@collingwood.ca or contact her at 705-445-1030 ext. 3265.

You can also 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.)

We will be holding additional Public Accessibility Forums throughout 2015. The dates and times of these events will be posted on our website and Town Page, which you can access through our website or in the Enterprise Bulletin.

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!

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 - Compliance with Accessibility Regulations: Detailed Status 2014 and Plans for 2015

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.

Accessible Customer Service Standard Regulation Detailed Status 2014 and Plans for 2015

Section	Requirement	Deadline	Status	Details of status	Plans for 2015
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. In particular the policy will be updated in 2015 to include recommended refresh training frequency and the particular need for refresh training for seasonal staff dealing with the public.</p> <p>The Library policy will be reviewed in 2015 and every year and changes will be put in place as needed.</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 would be posted on our website both</p>	<p>Starting in January 2015, the Parks, Recreation and Culture</p>

Accessible Customer Service Standard Regulation Detailed Status 2014 and Plans for 2015

Section	Requirement	Deadline	Status	Details of status	Plans for 2015
				<p>as a news item on the home page and on our accessibility webpage. A sign would be posted at the facility affected, and it would be posted on the Town's social media twitter and facebook pages. The notices would be 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>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>	<p>Department will have Customer Service representatives. Part of their job will be to ensure that the public knows about temporary closures and disruptions to service.</p> <p>In addition, the PRC Department is working on a service disruption communication plan that would have the message emailed, put on facebook, twitter and radio.</p> <p>The Town is also exploring the possibility of creating a timely disruption of service link on our website and a communication strategy to encourage members of the public to check this link before accessing Town buildings or services and/or to provide push-out communications to the mobile devices of users who register for this service.</p>

Accessible Customer Service Standard Regulation Detailed Status 2014 and Plans for 2015

Section	Requirement	Deadline	Status	Details of status	Plans for 2015
				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>All drivers operating transit on behalf of the Town of Collingwood are trained in all necessary levels of accessibility as outlined in the Act. All drivers undergo a vigorous training module prior to operating a transit vehicle in service. Drivers do refresh training annually and Town staff members who work with the drivers also attend this training.</p>	A refresh training plan for staff will be developed. The need for annual refresh training during orientation for seasonal staff working with the public will be a focus of this plan.
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.</p> <p>During the election, for people who came into Town Hall to register to vote and/or to actually complete and submit their ballots, feedback forms exploring the accessibility of their voting experience were available and</p>	<p>Department Heads will be 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>The feedback form on the website will be enhanced with MS Word and PDF forms that</p>

Accessible Customer Service Standard Regulation Detailed Status 2014 and Plans for 2015

Section	Requirement	Deadline	Status	Details of status	Plans for 2015
				<p>were brought to the attention of voters.</p> <p>In addition, the public is invited to attend and provide feedback as part of all Council, Committee and Board meetings.</p> <p>Public Works tracks complaints from people of all abilities.</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 who 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>Collingwood Public Utilities was registered as ISO in 2005 in an effort to make continual improvement our goal. Tracking complaints and feedback is a feature of our measurement standard under ISO.</p> <p>The Library's Customer Service feedback</p>	<p>users can download to fill out and return to the Town.</p> <p>Paper copies of the form will be available at Town Hall.</p>

Accessible Customer Service Standard Regulation Detailed Status 2014 and Plans for 2015

Section	Requirement	Deadline	Status	Details of status	Plans for 2015
				<p>form includes a question asking whether library materials and services were 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>	
8	Notice of availability of documents	2010	Compliant	<p>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.</p> <p>Transit Accessibility documents are available upon request from the Town. These documents include makes, models, and instructions on accessibility equipment, as well as information on riding public transit that is also available on our website and transit schedules.</p>	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	On the Accessibility Web page, the public is informed that "Town of Collingwood documents are available in alternate formats upon request, as well as communication supports" and contact information is provided.	The Town will expand opportunities to provide this Information and will incorporate into the footer of the Town's webpage the following

Accessible Customer Service Standard Regulation Detailed Status 2014 and Plans for 2015

Section	Requirement	Deadline	Status	Details of status	Plans for 2015
				<p>In addition, staff who deal 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>	<p>statement:</p> <p>“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.”.</p>

Integrated Accessibility Standards Regulation Detailed Status 2014 and Plans for 2015: General Requirements

Section	Regulation	Deadline	Status	Details of Status	Plans for 2015
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>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 added an accessibility paragraph to its Collection Policy which was passed by their Board. 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> <p>Collingwood has just hired a new HR Director. Along with Department Directors, she will be reviewing HR policies and updating them to ensure that they comply with her vision and goals and also with relevant legislation including the AODA and its regulations.</p>
4	<p>Accessibility plans</p>	2013	Compliant	<p>A multi-year plan for the Town was created and posted on our website as required under</p>	<p>Information highlighting accessibility progress and good</p>

Integrated Accessibility Standards Regulation Detailed Status 2014 and Plans for 2015: General Requirements

Section	Regulation	Deadline	Status	Details of Status	Plans for 2015
	<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>			<p>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. An effort was made as well to ensure that the plan would provide relevant, clear information to Collingwood residents.</p> <p>In addition, the Town includes accessibility in its Official Plan e.g. Section 3.2.1 includes a goal “to optimize community recreational opportunities (athletic/cultural) for all Town residents including teens, older adults, the physically or mentally challenged and seasonal visitors (tourists)”, also sections 3.14 concerning Design criteria, 4.1.2 dealing with Objectives under Environmental Protection designation, Section 4.2.3.4 concerning Parking, 4.3.3 concerning Objectives of Residential designation and 8.3.1 concerning Site Plan Control, all re-assert the Town’s commitment to accessibility and universal design.</p> <p>In addition, for all zoning and building applications, the Planning Department circulates the proposals to Breaking Down Barriers and to the Town’s Accessibility Coordinator to check the plans for</p>	<p>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 update of our Multi-Year plan will be prepared as required under the IASR.</p> <p>Adopted amendments to the Official Plan are proposed to strengthen the focus on accessibility. Specifically the proposed changes acknowledge the importance of accessibility for persons with disabilities to all facilities and services in our long range land use interests, emphasize barrier-free design, equitable accessibility of community support services to all residents of the community and ensure residential development consistent with the demographic characteristics and socio-economic needs of the Town’s present and future</p>

Integrated Accessibility Standards Regulation Detailed Status 2014 and Plans for 2015: General Requirements

Section	Regulation	Deadline	Status	Details of Status	Plans for 2015
				accessibility barriers.	<p>residents including well connected, accessible and transit-supportive neighbourhoods (Sections 2.3, 3.2.1, 3.2.2,3.8, and 4.3).</p> <p>The Town is starting a strategic planning exercise in 2015 and will take accessibility into account.</p> <p>The Library is also starting a separate strategic planning exercise in 2015 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>A clause is included in our procurement procedures requiring managers/staff involved in procurement to adhere to this requirement. Managers and staff have also 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>	All Departments will be encouraged to consider accessibility when procuring or acquiring goods, services of facilities. In addition they will ensure that organizations hired have completed required and appropriate accessibility training.
6	<p>Self Serve Kiosks</p> <p>The Town shall incorporate</p>	2013	Compliant	The Town has few self-serve kiosks with the exception of paid parking kiosks which were purchased in 2010, before the IASR came	When the Town purchases new self-serve kiosks, it will ensure

Integrated Accessibility Standards Regulation Detailed Status 2014 and Plans for 2015: General Requirements

Section	Regulation	Deadline	Status	Details of Status	Plans for 2015
	accessibility features when designing, procuring or acquiring self-serve kiosks.			<p>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 currently has a self serve kiosk to book time on the computers that has limited accessibility features, but will be replaced in 2015.</p>	<p>that accessibility is considered.</p> <p>When the Library purchases a new self-serve kiosk to book time on the computers, it will take accessibility into account.</p>
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	<p>Compliant for employees</p> <p>In progress for councillors volunteers and third parties</p>	<p>All management and staff were provided with an in-person IASR overview in 2014 and were asked to also complete online modules on the standards that related directly to their positions. On-line training records keep track of each staff members' compliance with training requirements.</p> <p>As of December 2014, a clause has been included in the procurement contract template above the signature line, stating that the party signing the document can confirm that his/her organization is trained in Accessible Customer Service and on the requirements of the IASR.</p> <p>The Museum plans to offer appropriate accessibility training to any Georgian Triangle Tourism Association Staff members who have not yet taken training in either the Accessible Customer Service Standards regulation or the IASR.</p>	<p>All Councillors will be trained on the IASR early in 2015. Many were elected late in 2014 and therefore could not be trained by the Town within the IASR time guidelines. They received a brief overview of the legislation during their orientation sections to familiarize themselves with the requirements.</p> <p>All new procurement contracts will include the clause requiring confirmation that the organization being hired is trained in both the Accessible Customer Service Regulation and the IASR.</p> <p>A process and schedule for training volunteers will be</p>

Integrated Accessibility Standards Regulation Detailed Status 2014 and Plans for 2015: General Requirements

Section	Regulation	Deadline	Status	Details of Status	Plans for 2015
					developed early in 2015.

Integrated Accessibility Standards Regulation Detailed Status 2014 and Plans for 2015: Information and Communication Standard

Section	Requirement	Deadline	Status	Details of Status	Plans for 2015
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; 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>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</p>	All Departments will ensure that any feedback opportunities they undertake will include a question or questions related to accessibility whenever appropriate.
12	<p>Accessible formats and communication supports</p> <p>The Town shall upon request provide or arrange for the provision of accessible formats and</p>	2015	Compliant	<p>Collingwood goes over and above the requirements to ensure access to communication tools and supports for all abilities. For example, Collingwood Museum received four iPads through the Enabling Accessibility Fund. Three of these iPads are</p>	All departments will continue to look for opportunities to provide communication supports and accessible formats both on request and through accessible signage.

Integrated Accessibility Standards Regulation Detailed Status 2014 and Plans for 2015: Information and Communication Standard

Section	Requirement	Deadline	Status	Details of Status	Plans for 2015
	<p>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 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>			<p>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 requested and/or will answer questions on the phone or in person.</p> <p>During the municipal election, electors were provided with alternate voting methods which included a vote-by-mail ballot and a ballot marking device allowing individuals with varying abilities to vote independently and at a place and time convenient for them.</p>	

Integrated Accessibility Standards Regulation Detailed Status 2014 and Plans for 2015: Information and Communication Standard

Section	Requirement	Deadline	Status	Details of Status	Plans for 2015
13	<p>Emergency procedures, plans or public safety information</p> <p>The Town shall provide its emergency procedures, plans and public safety information in an accessible format.</p>	2012	Compliant	<p>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 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>	The Emergency Information Plan (EIP) contains templates, guidelines and procedures for communicating during an emergency situation. In 2015 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</p>	<p>Level A 2014</p> <p>Level AA</p>	Compliant Level A	<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. 	<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,</p>

Integrated Accessibility Standards Regulation Detailed Status 2014 and Plans for 2015: Information and Communication Standard

Section	Requirement	Deadline	Status	Details of Status	Plans for 2015
	2021	2021	Partly compliant In progress towards full Level AA compliance	<p>Each page also includes a ReadSpeaker button, which will read aloud the contents 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>	transparency and accessibility to all Town residents in all their communications.
19	Public Libraries 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,	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 	

Integrated Accessibility Standards Regulation Detailed Status 2014 and Plans for 2015: Information and Communication Standard

Section	Requirement	Deadline	Status	Details of Status	Plans for 2015
	<p>DVD, audio, Braille etc.)</p> <p>The Library Board will make information about the 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>page.</p> <ul style="list-style-type: none"> ▪ Access to photocopiers to blow up an image. ▪ For Microfilm, a reader displayed on a computer screen is available. The user can save the information on a jump drive and send it home for use on their home computer. ▪ 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. 	

Integrated Accessibility Standards Regulation Detailed Status 2014 and Plans for 2015: Employment Standard

Section	Regulation	Deadline	Status	Details of Status	Plans for 2015
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 and ongoing	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.	
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 and ongoing	Applicants who are selected to proceed to the interview stage are advised of the availability of accommodations during the recruitment process.	
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</p>	2014	In progress	The standard letter of offer will be amended to notify the successful applicant of the Town of Collingwood's policies for accommodating employees with disabilities.	

Integrated Accessibility Standards Regulation Detailed Status 2014 and Plans for 2015: Employment Standard

Section	Regulation	Deadline	Status	Details of Status	Plans for 2015
	with disabilities.				
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	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.	The Town will develop policies on supporting employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. The Town will make these policies part of the information conveyed to the employee during orientation.
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 needed in order to perform the employee's job; and, Information that is generally</p>	2014	Compliant	To date this request has not been made by any employee, but Collingwood is prepared to satisfy this requirement if requested.	

Integrated Accessibility Standards Regulation Detailed Status 2014 and Plans for 2015: Employment Standard

Section	Regulation	Deadline	Status	Details of Status	Plans for 2015
	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> <p>The Town shall review the</p>	2012	Compliant and ongoing	For years Collingwood has provided individual workplace accommodation plans including workplace emergency response information for staff who require accommodation.	<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 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 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> <p>All new employees will be educated on this during their HR orientation training.</p>

Integrated Accessibility Standards Regulation Detailed Status 2014 and Plans for 2015: Employment Standard

Section	Regulation	Deadline	Status	Details of Status	Plans for 2015
	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				Department heads and supervisors/managers will be reminded to review existing individual workplace response information for employees who have moved location or jobs. They will also be asked to consult with employees to ensure that the plan meets their current accommodation needs.
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 and ongoing	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.	The HR Department will develop a duty to accommodate policy (Human Rights Code).

Integrated Accessibility Standards Regulation Detailed Status 2014 and Plans for 2015: Employment Standard

Section	Regulation	Deadline	Status	Details of Status	Plans for 2015
	<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</p>	2014	Compliant	<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 with WSIB.</p>	<p>The HR Department will review its current “return to work” policies and ensure that they reflect the requirements of this regulation.</p>

Integrated Accessibility Standards Regulation Detailed Status 2014 and Plans for 2015: Employment Standard

Section	Regulation	Deadline	Status	Details of Status	Plans for 2015
	of employees who were absent due to their disability. Use documented individualized accommodation plans as part of the process.				
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	In progress	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. However, the Town has not systematically focused on aligning accessibility with performance management, career development and redeployment.	The HR Department will look at current performance management policies and procedures to ensure that they take accessibility needs into account.
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	In progress	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. However, the Town has not systematically focused on aligning accessibility with performance management, career development and redeployment.	The HR Department will look at current performance management policies and procedures to ensure that they take accessibility needs into account

Integrated Accessibility Standards Regulation Detailed Status 2014 and Plans for 2015: Employment Standard

Section	Regulation	Deadline	Status	Details of Status	Plans for 2015
32	<p>Redeployment:</p> <p>The Town shall take into account the accessibility needs of its employees with disabilities, as well as accommodation plans, when redeploying employees with disabilities.</p>	2014	In progress	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. However, the Town has not systematically focused on aligning accessibility with performance management, career development and redeployment.	The HR Department will look at current performance management policies and procedures to ensure that they take accessibility needs into account.

Integrated Accessibility Standards Regulation Detailed Status 2014 and Plans for 2015: Design of Public Spaces Standard

Section	Requirement	Deadline	Status	Details of Status	Plans for 2015
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	In progress	<p>A portion of the Harbourview Park Boardwalk was replaced and rebuilt to a new 10 foot width.</p> <p>The Cenotaph recently had an accessible ramp installed at the east end and extra width of surface installed at the west end to accommodate proper seating.</p> <p>Departments directly associated with this standard (i.e. Parks, Recreation & Culture and Planning) 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</p>	<p>Sunset Point Park will have a hard surface accessible ramp leading to the water.</p> <p>In addition, all procurement documents related to the Design of Public Spaces will require and ensure compliance with all AODA standards.</p>

Integrated Accessibility Standards Regulation Detailed Status 2014 and Plans for 2015: Design of Public Spaces Standard

Section	Requirement	Deadline	Status	Details of Status	Plans for 2015
				<p>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.</p> <p>In addition, a Parks and Recreation representative shall provide a report to the Town of Collingwood Accessibility Advisory Committee at one of their scheduled meetings.</p>	
<p>80.16 80.17</p>	<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</p>	<p>2016</p>	<p>In progress/ Ongoing as required</p>	<p>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.</p>	<p>The Town will work with the canteen vendor at Sunset Point Park to provide accessible tables in the patio and park areas.</p>

Integrated Accessibility Standards Regulation Detailed Status 2014 and Plans for 2015: Design of Public Spaces Standard

Section	Requirement	Deadline	Status	Details of Status	Plans for 2015
	<p>one table in an outdoor public 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>				
<p>80.18 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</p>	<p>2016</p>	<p>In progress/ Ongoing as required</p>	<p>A community consultation meeting was held with neighbouring residents to discuss development of a new park (Riverside Park).</p>	<p>A public forum will be held to present play opportunities and comments regarding new parks or outdoor play spaces and/or upgrades to park development. Accessibility will be a focus of the forum.</p>

Integrated Accessibility Standards Regulation Detailed Status 2014 and Plans for 2015: Design of Public Spaces Standard

Section	Requirement	Deadline	Status	Details of Status	Plans for 2015
	surface is firm, stable and has impact attenuating properties for 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.
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.

Integrated Accessibility Standards Regulation Detailed Status 2014 and Plans for 2015: Design of Public Spaces Standard

Section	Requirement	Deadline	Status	Details of Status	Plans for 2015
<p>80.40</p> <p>80.43</p>	<p>Obtaining services</p> <p>Obligated organizations shall meet the requirements set out in this Part in respect of the following: 1. All newly constructed service counters and fixed queuing guides; and 2. All newly constructed or redeveloped waiting areas.</p>	2016	In progress/ Ongoing as required	<p>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.</p> <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>	Public Utilities will look at how to balance the counter height requirements of this regulation with concern 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>The Collingwood Accessibility Coordinator will work with the Simcoe County Accessibility Roundtable members to clarify how this maintenance requirement aligns with O.reg.239.02 under the Municipal Act dealing with maintenance.</p>

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Section	Requirement	Deadline	Status	Details of Status	Plans for 2015
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</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-	Annual refresh training will be provided in 2015 as in other years.

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Section	Requirement	Deadline	Status	Details of Status	Plans for 2015
	<p>employee and volunteer 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>Straint Trainers and assist with training.</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;</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	Plans for 2015
	and (c) Provide information in an accessible format upon request.				
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</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</p>	

Integrated Accessibility Standards Regulation Detailed Status 2014 and Plans for 2015: Transportation Standard

Section	Requirement	Deadline	Status	Details of Status	Plans for 2015
	<p>review of the accessibility plan and are given an opportunity to provide feedback on the plan.</p> <p>Shall address both conventional and specialized services in its plan.</p>			<p>public was congratulatory about the independence the links between Collingwood and Wasaga and Collingwood and Blue Mountain have provided for people with disabilities.</p> <p>Both conventional and specialized services are included in our planning.</p>	
42	<p>Accessibility plans, specialized service providers</p> <p>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.</p>	2013	Compliant	<p>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.</p>	<p>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.</p>
43	<p>Accessibility plans, specialized and conventional providers</p> <p>In their accessibility plans shall: (a) Describe their procedures for dealing with accessibility equipment failures on their respective types of vehicles.</p>	2013	Compliant and ongoing	<p>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 who are able to use manual</p>	

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Section	Requirement	Deadline	Status	Details of Status	Plans for 2015
				means to deploy lifting devices or call for emergency help if required.	
44	<p>General responsibilities</p> <p>Conventional Transportation Service Providers shall: (a) 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.</p>	2012	Compliant	COLLTRANS operators operate fully accessible transit buses which are in adherence to AODA standards and deploy 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	<p>Fares</p> <p>No service provider shall charge a higher fare to a person with a disability than the fare that is</p>	2011	Compliant	No rider is charged a different fare based on different abilities. Seniors and students receive a discounted fare.	We will continue this practice.

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Section	Requirement	Deadline	Status	Details of Status	Plans for 2015
	charged to a person without a disability where the person with a disability uses a conventional transportation service.				
47	<p>Transit stops</p> <p>Service providers shall ensure 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.</p>	2012	Compliant	<p>The Town of Collingwood strives to create and maintain all of its Conventional Transit stops to a standard which meets those of 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.</p>	
48	<p>Storage of mobility aids</p> <p>Service provider shall ensure:</p>	2012	Compliant	<p>Mobility devices are stored on a case by case situation. The drivers work with the</p>	

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Section	Requirement	Deadline	Status	Details of Status	Plans for 2015
	<p>(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 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.</p>			<p>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.</p>	
49	<p>Courtesy seating 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	<p>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</p>	

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Section	Requirement	Deadline	Status	Details of Status	Plans for 2015
				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 persons with disabilities to their route destination; and (b) ensure information on alternate arrangements is communicated in a manner that takes into account a person's disabilities.</p>	2013	Compliant	<p>Temporary service disruptions that are planned are made public to the riders through notices in the newspaper, website, on buses, as well as on lbus 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.</p> <p>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 if there are any riders. The Town's Operator 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.</p>	
51	<p>Pre-boarding announcements</p> <p>(a) Shall ensure that there are, on request, pre-boarding verbal announcements of the route, direction, destination or next major stop.</p> <p>(b) Service providers shall ensure that there are electronic pre-boarding announcements of the route, direction, destination or next</p>	2017	<p>Compliant</p> <p>In progress</p>	<p>On request bus drivers make pre-boarding verbal announcements of the route, direction, destination or next major stop.</p> <p>The Town of Collingwood is currently working towards procuring an electronic system that will meet the needs of this requirement in 2017.</p>	<p>We will continue to meet requirement a) and to continue to work towards procuring an electronic system for pre-boarding announcements.</p>

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Section	Requirement	Deadline	Status	Details of Status	Plans for 2015
	major stop on its transportation vehicles and that these announcements satisfy the requirements in Section 58.				
52	<p>On-board announcements</p> <p>Service providers shall ensure there are audible verbal announcements of all destination points or available route stops on its transportation vehicle while the vehicle is on 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>	<p>(a) 2013</p> <p>(b) 2017</p> <p>(c) 2017</p>	<p>a) Compliant</p> <p>b) In progress</p> <p>c) In progress</p>	<p>Currently the Town announces all stops verbally via the on board microphone on the buses.</p> <p>The Town of Collingwood is currently working towards procuring an electronic system that will meet the needs of this requirement in 2017.</p>	<p>We will continue to announce all stops verbally using the microphone on the bus, and will continue to work towards procuring an electronic system to meet this requirement by 2017.</p>
53-61	<p>Conventional transportation - Technical requirements</p> <ul style="list-style-type: none"> ▪ Grab bars ▪ Floors and carpeted surfaces 	2011	Compliant	All new transit buses procured through Metrolinx satisfy the requirements stipulated in this section.	

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Section	Requirement	Deadline	Status	Details of Status	Plans for 2015
	<ul style="list-style-type: none"> ▪ Allocated mobility aid spaces ▪ Stop-requests and emergency response controls ▪ Lighting features ▪ Signage ▪ Lifting devices ▪ Steps ▪ Indicators and alarms 				
62	N/A Rail cars				
63	<p>Categories of eligibility</p> <p>Ensure that specialized transportation provider has three categories of eligibility including:</p> <ul style="list-style-type: none"> ▪ Unconditional Eligibility ▪ Temporary Eligibility ▪ Conditional Eligibility 	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 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.
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</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	

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Section	Requirement	Deadline	Status	Details of Status	Plans for 2015
	<p>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>			<p>transportation.</p>	
<p>66</p>	<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 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</p>	<p>2017</p>	<p>In progress</p>	<p>The Town of Collingwood has initiated a plan in 2012 to begin phasing in fare increases in Conventional Transit and decreasing fares in Specialized Transit to obtain fare parity by 2017. The Town is working closely with its Specialized service provider to expedite the phasing process which will help achieve compliance while maintaining a reasonable increase in the operation costs.</p>	<p>We will continue towards making this plan a reality in time for the compliance date of 2017.</p>

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Section	Requirement	Deadline	Status	Details of Status	Plans for 2015
	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.				
67	Visitors Specialized transportation provider shall: ensure specialized transportation services are available to visitors of their jurisdiction.	2013	Compliant	Service can be provided to visitors of jurisdiction upon request.	We will continue with this practice.
68	Origin to destination services 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	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.

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Section	Requirement	Deadline	Status	Details of Status	Plans for 2015
	disabilities.				
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 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</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 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.	We will continue to work to meet this requirement by 2017.

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Section	Requirement	Deadline	Status	Details of Status	Plans for 2015
	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.				
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 service period on the day before the intended day of travel.</p>	2014	Compliant	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.	
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</p>	2014	Compliant	Currently, there are no trip restrictions within the Town of Collingwood jurisdiction.	We will continue this practice.

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Section	Requirement	Deadline	Status	Details of Status	Plans for 2015
	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.				
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 scheduled pick up time.</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.
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</p>	2012	Partly Compliant In progress re:dependents	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.	The Town is working with the Red Cross and their insurers to come into compliance with the requirement to allow people with disabilities to travel with children under 18 and to install the required

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Section	Requirement	Deadline	Status	Details of Status	Plans for 2015
	<p>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>		under 18		securements.

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 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</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	Plans for 2015
	<p>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 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</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 November 25, 2014, 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	Plans for 2015
	taken to meet the need, in its accessibility plan.				
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 information in an accessible format to persons with disabilities who are passengers</p>	2012	Compliant		

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Section	Requirement	Deadline	Status	Details of Status	Plans for 2015
	<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>				