



Town of Collingwood Accessibility Status Report 2022

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

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

2022 Town of Collingwood Accessibility Status Report

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

The 2022 Accessibility Status Report is an annual update on measures taken to implement the multi-year accessibility plan. The status report reflects the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards, Regulation 191/11.

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

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

Town of Collingwood Accessibility Advisory Committee

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

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

1. Increase the visibility of accessibility and the AAC to help integrate accessibility into the full range of TOWN initiatives and services.

2. Emphasize the importance of universal access for all people throughout the community.

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

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

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

Accessibility Successes in 2022

Accessibility Advisory Committee

The Accessibility Advisory Committee (AAC) presented to the Corporate & Community Services Standing Committee on February 6, 2023 to provide an update on accessibility achievements in 2022 and to further promote awareness and importance of inclusive communities. Throughout 2022 the AAC actively worked to increase visibility of accessibility and the importance of universal access delivering an array of different initiatives captured including:

- Worked to ensure public meetings were open and community and stakeholder participation was encouraged
- Promoted National Accessibility Awareness which included a flag raising, StoryWalk© installation and community event.
- Collaborated with Town Board and Advisory Committee
- Advised and supported work undertaken within each of the five accessibility standards
- Delivered in collaboration with community partners and agencies the Universal Icon Project developing an icon which is inclusive and captures all of the community

Accessible Customer Service

- Received and resolved barrier identification complaints
- Developed Survey 123 tool to compliment the Accessibility Barrier Feedback form providing real time feedback
- Reviewed service disruption communication process
- Expanded online digital online services

- Continued to deliver mandatory training for new staff to support excellence in customer service

Information and Communication

- Developed a WCAG compliance plan for the Town website
- Promoted National AccessAbility Awareness Week
- Assisted in the delivery of community awareness initiatives to actively champion accessibility including the Collingwood Farmers Market, Town programs and communication
- Established a WCAG compliance working group
- Ensured 2022 Election Voting Methods considered accessibility needs of community

Design of Public Spaces

- Reviewed updates on 2022 Parks capital projects to ensure accessibility
- Paved sections of the trail system
- New accessible facilities opened including Fisher Field washroom/change room, Sunset Point Playground and universal washroom

Employment & Workplace

- Supported employees in the areas of mental health and wellness through in-person programs and virtual resources. Promoted the Employee Assistance Program
- Continued to build accessibility awareness through resources for staff and to respond to the needs of employees with an illness, injury and/or disability through a Duty to Accommodate.
- Continued to attract diverse talent by applying an inclusion lens into recruitment processes.

Transportation

- Collaborated with the Trails and Active Transportation Committee reviewing opportunities and challenges including walkways, trails and light standards
- Introduced new Accessible bus service, TransitPLUS

Priorities for 2023

- Annual review of projects and renovations to ensure compliance with AODA.
- Continued implementation of the 2020-2025 Multi-Year Accessibility Plan
- Champion advocacy and awareness of inclusion accessible design and program opportunities either virtual or in-person

- Provide timely resolution to accessibility barriers identified
- Deliver the WCAG Compliance Plan developed to ensure municipal website accessibility
- Collaborate with for profit and not-for-profit organizations encouraging and supporting accessibility across the community
- Build community awareness, promote the Accessibility Plan and actively champion accessibility through National AccessAbility Awareness Week, public events, communication and other community-wide opportunities
- Enhance delivery of accessible transportation services
- Work collaboratively with and encourage local businesses to continue to enhance accessibility

Access to Information

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

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

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

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

Feedback

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