



Town of Collingwood Accessibility Status Report 2025

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 and to develop the 2026-2030 Multi-Year Strategic Accessibility Plan.

Introduction

The Town of Collingwood remains 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 all visitors and citizens alike to participate in our growing community.

The 2025 Accessibility Status Report outlines the Town's progress toward achieving the goals set out in the 2020–2025 Multi-Year Accessibility Plan and the work done to develop the 2026-2030 Multi-Year Accessibility Plan. The Town of Collingwood Council adopted the 2020-2025 Multi-Year Accessibility Plan on September 21st, 2020. The plan outlines the ideas and priorities of the Accessibility Advisory Committee (AAC), Council Members, staff, community organizations and residents.

This status report reflects the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards, Regulation 191/11. It highlights the achievements, challenges, and ongoing initiatives undertaken to meet legislative obligations. As the final year in the current Multi-Year Plan cycle, 2025 represents an important moment in Collingwood's accessibility journey. This status report reflects the meaningful steps the Town has taken to embed accessibility into the fabric of municipal service delivery, planning, and community engagement.

Town of Collingwood Accessibility Advisory Committee

The Accessibility Advisory Committee (AAC) consists of a dedicated group of volunteers, appointed by Council. The AAC brings together residents with lived experience of disability, accessibility advocates, and community volunteers. Their role includes reviewing municipal projects, advising on public engagement initiatives, and identifying barriers across all Town programs and services.

In 2025 the AAC continued to provide vital guidance. The AAC's focus areas aligned with the priorities of the Multi-Year Accessibility Plan, including clear communication, accessible public spaces, and accessible transportation. The Committee also supported new initiatives

related to community awareness, policy review, and accessible infrastructure enhancements. Their leadership ensures that accessibility remains a core municipal value, not an afterthought.

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

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

In 2025, the AAC made significant contributions toward fulfilling these goals. Through project reviews, community engagement work, and ongoing advice to staff, the Committee helped raise the visibility of accessibility throughout municipal operations and reinforced the importance of universal access across the community. Their contributions played an important role in ensuring accessibility remained a consistent consideration in Town initiatives, programs, and services.

Accessibility Successes in 2025

2025 marked a significant year of progress for accessibility across the Town of Collingwood. Key accomplishments include:

1. Creation of a Dedicated Accessibility Coordinator Position

In 2025, the Town demonstrated significant progress in strengthening its internal accessibility capacity through the establishment and staffing of a full-time Accessibility Coordinator position. This dedicated role provides centralized leadership for accessibility initiatives, supports compliance with the AODA, and

ensures consistent integration of accessibility considerations across all departments. The position also enhances coordination with the AAC, facilitates public engagement, and reinforces the Town's commitment to embedding accessibility into long-term corporate planning and day-to-day municipal operations.

2. Launch of the 2026–2030 Multi-Year Accessibility Plan Development

Foundational work on the Town's next Multi-Year Accessibility Plan began in late 2025. This included preliminary barrier identification, the development of draft goals and guiding principles, and the establishment of a framework that reflects both legislative requirements and evolving community needs. This early planning stage ensures continuity between the 2020–2025 cycle and the forthcoming Plan, while also enabling the Town to incorporate new priorities, emerging accessibility standards, and lessons learned from resident feedback and AAC consultation.

3. Partnership with BDO Canada LLP

Recognizing the importance of a comprehensive and inclusive approach to accessibility planning, the Town engaged BDO Canada LLP to lead the development and public engagement process for the 2026–2030 Multi-Year Accessibility Plan. BDO's work includes the facilitation of stakeholder interviews, public surveys, accessibility audits, and targeted focus groups designed to gather meaningful input from people with disabilities, caregivers, service providers, and community organizations. This partnership reflects the Town's commitment to ensuring that the 2026-2030 plan is informed by diverse lived experiences and best practices in accessible municipal planning.

4. Consultation on Key Municipal Projects

Throughout 2025, the AAC continued to play a critical advisory role in major municipal initiatives. The Committee reviewed the proposed Pump Track at Legion Park, offering recommendations related to surface accessibility, route connectivity, and inclusive design elements to support users of varying ages and abilities. The AAC also provided feedback on the redevelopment of Nip Spooner Park, the Committee's suggestions to improve accessibility features and overall usability were incorporated into the updated park design. In addition,

the Committee reviewed and advised on the Town's Asset Management Plan, emphasizing the importance of integrating accessibility considerations into long-term infrastructure planning. Together, these consultations helped ensure that future capital investments and community spaces reflect accessibility needs from the outset, reducing barriers and promoting inclusivity.

5. Community Awareness and Inclusion Initiatives

The Town continued to advance community awareness and inclusion through a series of communication and engagement initiatives. Activities during National AccessAbility Week highlighted the importance of removing barriers and celebrating accessibility achievements. The Town also supported the #ITStarts anti-discrimination campaign, underscoring its commitment to fostering an inclusive, respectful, and equitable community environment. These initiatives help to strengthen awareness of accessibility issues and promote a shared responsibility for building an accessible Collingwood.

6. Internal Successes

The Town strengthened internal capacity by deepening collaboration among departments and improving accessibility-related workflows. The Accessibility Coordinator worked closely with staff across legislative services, recreation, facilities, transit, and communications to ensure that accessibility considerations were integrated early in planning processes. The Town continued to build organizational competency through training, updated internal resources, and enhanced communication regarding accessibility responsibilities. Throughout the organization, staff demonstrate awareness of accessibility as both a legislative requirement and a core value of municipal service delivery.

Customer Service Standards

In 2025, customer service improvements focused on enhancing the availability, clarity, and responsiveness of accessibility support for residents. The Town reviewed all barrier reports submitted through Service Collingwood and implemented solutions wherever feasible. Accessibility feedback forms were updated to improve visibility and ease of use. Customer Service staff received ongoing training to better support residents with disabilities, ensuring equitable access to municipal information, services, and public spaces.

Information and Communications Standard

In 2025, the Town continued to advance compliance with the Web Content Accessibility Guidelines (WCAG) 2.0 AA by dedicating effort toward document remediation and content review. These efforts supported ongoing progress toward ensuring that digital information is accessible, up-to-date, and compatible with assistive technologies.

The Town also reinforced accessible communication practices across all public-facing channels. Accessibility statements were consistently included in online and print communications, informing residents of the availability of accessible formats and communication supports upon request. This practice helped ensure that municipal information remained inclusive and accessible, while aligning with AODA obligations and the Town's commitment to clear, barrier-free communication.

Design of Public Spaces Standards

In 2025, the AAC contributed substantively to the design and review of several key public space projects across the Town. The Committee provided accessibility recommendations for the Collingwood Museum renovation, including input related to accessible washroom features and circulation pathways, consistent with its role in reviewing municipal facility upgrades. The AAC also examined proposed accessibility features for the amphitheater and other public venues, offering advice intended to support inclusive use and improve the overall accessibility of community gathering spaces.

These initiatives reinforce the Town's commitment to ensuring that public spaces are designed and enhanced to be welcoming, functional, and safe for individuals of all ages and abilities.

Employment Standards

The Town maintained its commitment to accessible and inclusive employment practices in 2025. Recruitment materials were reviewed to ensure compliance with AODA requirements, and applicants requesting accommodation were supported throughout the hiring process.

Staff training sessions emphasized cognitive accessibility, psychological safety, and inclusive communication practices. The Town also supported employees requiring

accommodation through its Duty to Accommodate process, reinforcing a culture of respect and equity in the workplace.

Transportation Standards

Accessible transportation remained a key priority for the Town in 2025. TransitPLUS provided approximately 12,900 rides, offering essential mobility support for residents with disabilities and individuals with limited transportation options.

The Accessibility Advisory Committee reviewed TransitPLUS operations throughout the year, including an update on service data and feedback related to the application and eligibility process. These discussions informed Committee recommendations regarding the potential addition of a third vehicle, improved clarity within the application process, and continued evaluation of extended service hours to assess long-term feasibility.

The Town also continued ongoing collaboration with local taxi partners to support accessible transportation options, building on work initiated in 2024 related to accessible taxicab availability and community needs. This ongoing monitoring ensures transportation services remain responsive, equitable, and reflective of the needs of residents who rely on accessible modes of travel.

Priorities for 2026

2026 marks the first year of the Town's new 2026–2030 Multi-Year Accessibility Plan. Key priorities for the upcoming year include:

- Finalizing and implementing the 2026–2030 Multi-Year Accessibility Plan, incorporating community feedback gathered through BDO Canada LLP's engagement activities.
- Strengthening universal access across municipal programs, services, and public spaces, with a focus on early-cycle implementation of new accessibility commitments.
- Advancing digital accessibility, including continued WCAG remediation, document accessibility improvements, and enhancements to website content and tools.
- Improving accessible transportation services, informed by TransitPLUS usage data, application process feedback, and AAC recommendations.
- Enhancing accessible communications, including expanded staff training, improved accessible document workflows, and continued availability of accessible formats and communication supports.
- Supporting inclusive community engagement, ensuring accessibility is integrated into all

public consultation processes, Town events, and communication channels.

These priorities will guide implementation efforts as the Town transitions into the next accessibility planning cycle and continues working toward a more inclusive and barrier-free community.

2026–2030 Multi-Year Accessibility Plan Development

Preparations for the next Multi-Year Accessibility Plan began in 2025. BDO Canada LLP, in partnership with Town staff, developed a comprehensive engagement strategy that includes surveys, stakeholder interviews, public consultations, and targeted focus groups.

The Accessibility Coordinator supported the logistics, communication, and design of engagement activities, ensuring inclusive participation. Early themes identified include enhancing universal access in public spaces, strengthening accessible transit, improving digital accessibility, and expanding inclusive recreation opportunities.

The final 2026–2030 Plan will be completed in 2026 and presented to Council for approval.

Feedback

Feedback plays a key role in improving accessibility across Town programs and services. Residents can submit barrier reports or general accessibility feedback online or in person at Town Hall. All submissions are reviewed by staff and forwarded to the AAC for discussion and recommendations when appropriate.

Accessible Formats & Communication Supports

Accessibility documents including the Multi-Year Accessibility Plan, Annual Accessibility Status Reports, and supporting resources are available on the [Town of Collingwood Website](#) or in hard copy at Town Hall.

Residents may request alternative formats or communication supports through Service Collingwood at 705-445-1030, by email at service@collingwood.ca, or in-person at Collingwood Town Hall, 97 Hurontario Street, PO Box 157 Collingwood ON, L9Y 3Z5.