



Town of Collingwood Accessibility Status Report 2023

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

2023 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 2023 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 2023

Accessibility Advisory Committee

The Accessibility Advisory Committee (AAC) presented to the Corporate & Community Services Standing Committee on April 15, 2024 to provide an update on accessibility achievements in 2023 and to further promote awareness and importance of inclusive communities. Throughout 2023 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 and community-based initiative “Sharing Our Stories”
- Collaborated with Town Board and Advisory Committees
- Advised and supported work undertaken within each of the five accessibility standards
- Initiated the introduction of the new universal accessibility icon

To guide the work of staff the Corporate Accessibility Policy was updated in 2023 and adopted by Council on January 8, 2024.

All Departments continued to monitor their existing and new policies and procedures to ensure that an accessibility lens was incorporated as appropriate, considering physical, information/communication, technology, organizational and attitudinal barriers.

The Town filed the 2023 Compliance Report to the Province prior to the December 31, 2023 deadline.

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

- Updated and worked on 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 AODA Task Force (internal)
- Introduced new Accessible Document Procedure
- Trained staff on how to create accessible documents (Word, PowerPoint)
- Introduced new Corporate Style Guide and several accessibility templates for staff to use in Word and PowerPoint
- Introduced a new Service Disruption Process Procedure and Notice of Service Disruption Form

Design of Public Spaces

- Reviewed updates on 2023 Parks capital projects to ensure accessibility
- Implemented new accessible beach mat system at Sunset Point Park
- Paved sections of the trail system
- New accessible facilities opened including Harbourview Park washroom/change room & Awen' Waterplay
- Provided comments on the Affordable Housing Master Plan
- Collaborated with the University of Guelph on a SmartDoor pilot project

Employment & Workplace

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

Transportation

- Collaborated with the Trails and Active Transportation Committee reviewing opportunities and challenges including walkways, trails and light standards
- Consulted with staff on TransitPLUS and accessible taxi services

Procurement

Began creating a Collingwood Accessible Procurement Guide and incorporated additional accessibility requirements into procurement documents

Priorities for 2024

- Initiate the development of the 2025-2030 Multi-year Accessibility Plan
- Review facility audit to identify accessibility barriers and opportunities
- Bring greater awareness of the Accessible Collingwood Icon
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- Review major Town projects for accessibility including new facilities, programs or services
- Develop a measurable Accessibility awareness program for decision makers
- Recognize Community Accessibility Champions / Businesses
- Continue to work in collaboration with community-based organizations (eg, E3, BDB)
- Build a culture of reaching beyond the minimum standards identified in the AODA
- Support work being undertaken by the Town to meet webpage and web content accessibility requirements
- Collaborate with other Town Advisory Committees and Boards

Feedback

The Multi-Year Accessibility Plan and Annual Accessibility Status Reports are on the:

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:

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