



Town of Collingwood Accessibility Status Report 2024

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

2024 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 2024 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.

Core areas of focus for the AAC in 2024 fell within the commitments of; Clear and Accessible Communication (Commitment 2) Accessible Transportation Services (Commitment 4) and Enhancing Accessibility of Public Spaces (Commitment 5).

Accessibility Successes in 2024

Accessibility Advisory Committee

A summary of the goal and accomplishments of the Accessibility Advisory Committee (AAC) were presented to Committee of the Whole on March 31, 2025. The Staff Report [CAO2025-01, Appendix F](#) highlighted accessibility 2024 Accomplishments and 2025 Goals.

Throughout 2024 the AAC actively worked to increase visibility of accessibility and the importance of universal access delivering an array of different initiatives, 2024 accomplishments included:

1. Consulted on Town based projects and activities including Transit services, By-law Services Review, Master Mobility and Transportation Master Plan, Affordable Housing, Website refresh, Communication Plan, 2024-2028 Community Based Strategic Plan and Downtown Visioning Master Plan, Park Designs
2. Supported work being undertaken by the Town to meet webpage and web content accessibility requirements as part of the Town's Web Content Accessibility Guidelines (WCAG) Compliance Plan

3. Delivered initiatives to support awareness building focus on promoting inclusion and accessibility
4. Worked in collaboration with community groups and organizations to deliver projects in alignment with committee goals including Smart Door Pilot with the University of Guelph and staff awareness building with Breaking Down Barriers.

General

- Internal AODA Task Force met bi-monthly to review accessibility portfolio
- [Corporate Accessibility Policy](#) was updated in January 2024.
- Update/[presentation](#) was facilitated by the AODA Task Force to Council and the community on April 22, 2024
- All staff Legislative Training and Policies training was facilitated through multiple session in June 2024
- AODA Training for Management Staff was facilitated by Hicks Morley in October 2024.

Customer Service Standards

- Received and resolved barrier identification complaints
- Integration of Accessible Collingwood Logo into Customer Service work area at Town Hall

Information and Communications Standard

- Received Ministry extension for the Town's WCAG Compliance Plan. Continued to update and report to the Ministry on a monthly basis with progress/status. Significant progress was made towards achieving compliance.
- Further developed accessibility resources for staff on internal SharePoint including training tools on accessible communication content and design
- Continued to review exiting website content, archive older documents where feasible and remediate documents to an accessible format
- Website redevelopment undertaken
- Launched new Agenda/Minutes portal eScribe
- Promoted National AccessAbility Awareness Week
- Assisted in the delivery of community awareness initiatives to actively champion accessibility
- Provided consistent notices in public spaces and online notifications to the public regarding accessible formats and communications support upon request

Design of Public Spaces Standards

- AAC reviewed and provided feedback on 2024 town park design and mobile washroom trailer
- Piloted University of Guelph Smart Doors at Town Hall and Collingwood Public Library
- New accessible facilities opened including den Bok Family Park which included prior consultation with the AAC and public
- Upgraded facilities updating lift at Centennial Aquatic Centre and added an accessible door to the Collingwood Museum

Employment Standards

- Delivered a lunch and learn session for staff in collaboration with Breaking Down Barriers accompanied with a sledge activity supported by sledge hockey athletes
- Supported employees in the areas of mental health and wellness through in-person programs and virtual resources. Promoted the Employee Assistance Program
- Ensured job postings were accessible and communicated that the needs of people with disabilities will be accommodated in the hiring process
- Shared information with staff on policies to support people with disabilities through email, bulletin board, staff newsletter and one-on-one conversations
- 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.

Transportation Standards

- Recruitment of new Coordinator, Community Transportation.
- Coordinator, Community Transportation attended monthly AAC meetings providing updates on transit
- Accessible Transit Update Presentation presented to Council and the public on April 22, 2024
- Consulted the Town's AAC, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community and compiled a list of recommendations to be implemented in 2025. Staff Report [PW2024-15 Accessible Taxi Survey, Outcomes and Recommendations](#) was presented to Committee of the Whole on December 16, 2024
- Introduced additional TransitPLUS vehicle during peak hours

Priorities for 2025

1. Develop an updated 2026-2030 Multi-Year Accessibility Plan

2. Continue to build awareness and identify barriers to create a more inclusive and accessible community
3. Consult and provide feedback on Town projects (construction, renovation), transit services, communication platforms and master plans.
4. Promote and build community awareness with a focus on inclusion and accessibility through social media, news notices, NAAW and other Town programs ensuring that people with diverse disabilities are represented.
5. Achieve WCAG compliance to the best our ability
6. Further update procurement templates, agreements and implement Accessible Procurement Guideline for Town staff.

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

Accessible Formats & Communication Supports

If you require an accessible format or communication support, please contact Service Collingwood at 705-445-1030 or by email at service@collingwood.ca.

Feedback

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