



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

Town of Collingwood Accessibility Status Report 2020

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

2020 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 2020 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. This new 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 2020

Accessibility Advisory Committee

The Accessibility Advisory Committee presented to Council Standing Committee on February 1, 2021 to provide an update on accessibility achievements in 2020 and to further promote awareness and importance of inclusive communities. Throughout 2020 the AAC has:

- Worked to ensure public meetings are open and community and stakeholder participation is encouraged
- Championed community and stakeholder engagement and consultation in the development of the Strategic Multi-Year Accessibility Plan
- Received and resolved various barriers identified.
- Created a Multi-year Accessibility Plan Dashboard to track priorities.
- Promoted National Accessibility Awareness Week through social media and presented to Standing Committee on accessibility and the work of the Committee.

Accessible Customer Service

- Enhanced visibility of the Barrier Feedback form and access on the Town webpage
- Introduced the Customer Service Portal providing greater virtual access to Town business.
- Collaborated with the Children's Treatment Network to support virtual Halloween activities.
- Delivered Inclusive Skate initiative at the Central Park Arena including access to sledges.

Information and Communication

- Coordination with communications and information technology to review webpage and other online platforms to ensure accessibility compliance.
- Implementation of Downtown Modernization Project Wayfinding Signage (Phase II)

Design of Public Spaces

- Heritage Park Community garden accessible garden design
- Collingwood Boardwalk upgrade and improvement
- Installation of accessible kayak launch
- Sunset Point Park Playground installation of accessible washrooms, harvest pavilion and inclusive play design

Employment & Workplace

- Delivery of tools and resources to support staff in transitioning to home-work environment.
- Promoted the Employee Assistance Program to support employees and supported staff virtual connectivity.
- 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 all recruitment processes.

Transportation

- Short-term agreements negotiated to maintain Accessible Taxi services and request for information issued to gauge market interest and secure a more permanent operation contract.
- Launch of National Snow Angels platform supporting a volunteer-based snow clearing initiative.

Policies and Plans

- Revised Accessibility Barrier Complaint Policy
- Continued work on the Official Plan Update including virtual public workshops and consultation.

Priorities for 2021

- Annual review of projects and renovations to ensure compliance with AODA.
- Implementation of the 2020-2025 Multi-Year Accessibility Plan including tracking through a detailed dashboard system.
- Champion advocacy and awareness of inclusion accessible design and program opportunities either virtual or in-person
- Develop a strategy and promotional campaign to identify accessible facilities and programs through the AccessNow app.
- Enhance accessibility of the municipal website including communications.
- Provide timely resolution to accessibility barriers identified

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:

<https://www.collingwood.ca/council-government/accessibility/accessibility-plans>

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

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

Feedback

The Town of Collingwood and the Accessibility Advisory Committee welcomes public input as feedback helps to identify areas where changes need to be considered and ways in which we can improve facilities, goods and services. Should a member of the public wish to provide general feedback, comments or suggestions please complete the barrier identification form that can be found at:

<https://www.collingwood.ca/government/accessibility/barrier-identification-form>

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