



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

Town of Collingwood Accessibility Status Report

2019

An update on actions by the Town of Collingwood to prevent and remove barriers for people with disabilities and implement the Town of Collingwood Strategic Multi-Year Accessibility Plan

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Creating a vibrant community in which to live, work and play for people of all abilities is a priority for the Town of Collingwood. Ensuring that our goods, services and facilities are accessible supports this objective and allows for visitors and citizens alike to participate in our growing community.

The 2019 Accessibility Status Report is the annual update to the actions taken to remove barriers and improve accessibility throughout our Town including goals outlined in 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 adopted the 2013 – 2018 Multi-Year Plan in 2013. The plan was updated in 2016 to reflect new changes the Accessibility Advisory Committee and Council deemed important. As such, the Plan was extended into 2019 with the goal of completing tasks and commencing the work and important public consultation necessary for the 2020-2025 Strategic Multi-Year Accessibility Plan. The purpose of this Status Report is to make the public aware of the Town of Collingwood's progress with the Multi-Year Accessibility Plan to prevent and remove barriers and meet requirements under the AODA.

Town of Collingwood Accessibility Advisory Committee

The Accessibility Advisory Committee supports the Town's vision and the strengthened vision of inclusion for all:

"Collingwood is a responsible, accessible and sustainable community that leverages its core strengths: vibrant downtown, a setting within the natural environment, and an extensive waterfront. This offers a healthy, affordable and four-season lifestyle to all residents, businesses and visitors.

With this in mind, the Committee outlines the following vision and mission to continue to support accessibility throughout the Town of Collingwood:

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 Town Council and staff to provide all people with consistent opportunity and access to all Town goods, services and facilities.

Collingwood's Commitment to Accessibility

The Town of Collingwood is committed to providing persons of all abilities consistent opportunity and access to all Town goods, services, and facilities while ensuring that policies, procedures, and practices are provided in a timely manner and address integration, independence, dignity and equal opportunity.

Accessibility Successes in 2019

General Initiatives

- Accessibility Advisory Committee presented to Council Standing Committee on June 3rd, to provide an update on accessibility achievements and to further promote awareness and importance of inclusive communities.
- Commenced work on the new 2020 – 2025 Multi-Year Accessibility Plan. Draft goals developed:
 1. To increase the visibility of accessibility and the AAC and to help integrate accessibility into the full range of the Town's initiatives
 2. To emphasize the importance of universal access for all people
 3. Compliance with AODA and all Regulations
- Hosted and partnered many family-friendly inclusive events like the Sidelaunch Days Harbour Festival, the Shipyards Social which celebrated Collingwood's living history, the Collingwood Art Crawl which featured 74 artists and 57 musical acts at 41 venues, and the Niibi Gatherings.
- Collingwood was recognized as a top 25 town to live in by Maclean's Magazine, and ranked top outdoor region in Eastern Canada by Get Out There Magazine.

Accessible Customer Service

- Received and resolved one barrier complaint regarding accessible changerooms at the Centennial Aquatic Centre.
- Planning and Building Services implemented an e-Permit Service that allows you to submit your building permit application online.
- The Business Development Centre introduced a digital customer service portal, supported the Career Youth Expo, and established an attainable Transportation Workforce regional bus services.
- The Collingwood Public Library added talking-picture Wonderbooks with new selections every two months, the all-ages ComicCon, Feltro outreach programming, the Touch-A-Truck learning opportunity, and expanded programs for seniors like a genealogy club, speakers on a variety of health-related topics, author events, a knitter's club, yoga-in-a-chair, and pole-walking.

Information and Communication

- Launched the new international award winning municipal website and the Engage Collingwood platform complete with WCAG 2.1 Level AA compliance and read aloud software.
- Held an Accessibility Awareness Fair of Access Awareness Week - May 31 to June 6, hosted by the Collingwood Public Library in collaboration with the Accessibility Advisory Committee with a number of vendors including community organizations and support providers.
- Host a Farmers Market booth to promote awareness of municipal programs and services that support the community of all abilities, and received feedback on areas for improvement.

Design of Public Spaces

- Consultation between the Parks, Recreation and Culture Department and the Accessibility Committee on all capital projects for 2019, ensuring appropriate accessibility features and requirements are incorporated.
- Accessibility Advisory Committee recommended the use of a rubberized safety surfacing during the redevelopment of Sunset Point Park (Collingwood's largest park/playground area).

Employment

- Continue to notify the public that accommodations will be provided upon request.
- Continue to welcome accommodations throughout recruitment process and employment life cycle.
- Collingwood Fire Services promoted equality, diversity, and career planning to encourage a career in community fire services.

Transportation

- Public Works installed the Hamilton Drain Trail Crossover, sidewalks on Second Street, and paving on Heritage Drive.
- Completed construction of the Transit Terminal and washroom facility with required accessibility features (ramps, accessible doors and washrooms).
- Purchased a new Red Cross accessible paratransit bus.

Policies and Plans

- The Collingwood Multi-Year Plan development for 2020-2025 has been initiated.
- Regular updates of corporate policies including a review with an accessibility lens.
- Initiated first steps towards a new Official Plan that will act as a foundation for development and growth in Collingwood into the future.

Priorities for 2020

- With Council and Public Consultation complete multi-year plan for 2020-2025
- Continue to review municipal capital and renovation projects to provide input and feedback
- Work to increase online documents, forms and permits
- Continue Accessibility Awareness and Advocacy
- 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 accessed 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 suggestion on how to improve accessibility in our facilities, goods or services please complete the accessible barrier complaint feedback form that can be found at: <https://www.collingwood.ca/council-government/accessibility> .

Contact: Sara Almas, Clerk
Email: clerk@collingwood.ca

Mail: The Town of Collingwood
97 Hurontario Street, PO Box 157
Collingwood, ON L9Y 3Z5

Phone: 705-445-1030 ext 3225

The Town of Collingwood looks forward to continuing with meaningful two-way communication with residents in 2020, while offering an accessible community experience that will empower all to participate in discussions, engage in activities, obtain information, provide feedback and opinion, as well as physically access facilities, events, and services. Decisions made by Council will continue to consider local beliefs and desires for the future of the Town's finances, infrastructure, environment, and community services.

Discover more about the Town of Collingwood at www.collingwood.ca