



2020 Accessibility Status Report

Our Community - a Place Where Everyone Can Live, Work & Play



The Town of Innisfil continues our pursuit of the prevention and removal of barriers for people with disabilities within our community. The Town has made great strides in 2020 in the implementation of our 2018 – 2022 Multi-Year Accessibility Plan!

Our Accessibility Status Report

Creating communities where every person can participate fully is important for people, businesses and community life.

This Accessibility Status Report is the update that the Town of Innisfil provides on the measures taken to improve accessibility and implement the requirements set out by the Province of Ontario on accessibility. In particular, the Accessibility for Ontarians with Disabilities Act, 2005.

The Status Report also provides an update on actions to implement the Town's Multi-Year Accessibility Plan. The plan outlines strategies and actions to identify, remove and prevent barriers for people with disabilities in our programs, services, facilities and public spaces. It also details our strategy for meeting the requirements of Ontario's accessibility legislation.

Ongoing Commitment

Town Staff from all service teams are involved in the development and implementation of accessibility planning at the Town. The Town of Innisfil's Multi-Year Accessibility Plan outlines strategies and actions to identify, prevent, and remove barriers for people with disabilities in Town programs, services, and facilities. We remain committed to continuing our journey to making Innisfil a community that is accessible to all.

Compliance to Actions

The *Accessibility for Ontarians with Disabilities Act* (AODA) became law in 2005 and was followed by the *Integrated Accessibility Standards Regulations* (IASR) in 2011. The IASR sets out the minimum accessibility requirements that an organization must meet in the areas of customer service, information and communications, employment, transportation and the built environment, with staggered compliance deadlines. This report highlights the actions taken by the Town of Innisfil to comply with these requirements.

The following items represent high level highlights of achievements and initiatives which have improved accessibility or removed barriers in the Town of Innisfil. The list is formatted to reflect the commitment targets of the Multi-Year Accessibility Plan and core standards of the AODA and IASR.

General

Community Accessibility Partnerships

The Town Staff members are part of the Ontario Network of Accessibility Professionals (ONAP). Staff attend ONAP meetings and share regular contact through phone and email. ONAP takes a proactive approach to removing barriers and strives for a fully accessible Ontario.

Our Accessibility Policy

The Town's Integrated Accessibility Standards Policy facilitates regulatory compliance with the *Integrated Accessibility Standards Regulation* (O. Reg. 191/11) of the *Accessibility for Ontarians with Disabilities Act*, 2005 and all policy requirements of the regulation.

The policy outlines the overall strategic direction that the Town follows in the identification, removal, and prevention of barriers to persons with disabilities to ensure access to the Town's goods, services, and facilities.

Training

Accessibility training is an important part of our training program.

- All new and returning employees are trained on the *Accessibility for Ontarians with Disabilities Act* (AODA) and its regulations. Records of training completion are kept as per legislative requirements.
- Interactive learning opportunities are sought and implemented as it relates to accessibility.

Accessible Purchases

Procurement procedures have tools to support Town Staff incorporate accessibility features in purchases across the corporation.

Innisfil Summer Camps

All Town in person summer camps are accessible and inclusive for children and youth of all abilities. Inclusion counselors are available to work one-on-one with children and youth who may need additional assistance during camp. Due to COVID-19, Innisfil was unable to run in-person camps in 2020. The Recreation team offered “Camp in a Box” which provided children with a week’s worth of daily activities, crafts, interactive songs and instructions to use at home. To support children of all abilities, all video’s included verbal and closed captions instructions.

Innisfil Accessibility Advisory Committee (IAAC)

The Innisfil Accessibility Advisory Committee advises Town Council and Staff on ways to identify, prevent, and remove barriers for all Town services, programs, and facilities. Members of the Committee are appointed by Town Council who seek the advice of the IAAC in matters of accessibility.

Town Staff continued to provide support to the dedicated IAAC, and assist with key initiatives, such as:

- A Breaking Down Barriers Accessibility Awareness Days, held at local grade schools.
- Creation of an all-inclusive accessible park.
- Engage with partners to help improve awareness and make our Town a barrier free community.
- In Progress: The IAAC is working on an Accessible Customer Service brochure that provides helpful tips and information about accessibility in Innisfil.

Due to COVID-19, the IAAC was unable to host any in school events in 2020. They are hopeful that the in-school education program can resume September 2021! The IAAC is collaborating with the Communications team to explore new ideas for accessible virtual education events. The IAAC in collaboration with Communications is creating a booklet called ‘Accessible Customer Service’. This booklet will be available on the Town’s website and alternative formats, upon request.

Customer Service

Accessible Customer Service

The Town of Innisfil is committed to offering excellent accessible customer service and maintaining ongoing compliance with the Customer Service Standard with regards to service animals, support persons, assistive devices and notice of service disruption. Our Customer Service Team and Staff are well trained in accessible delivery of our services.

Information and Communication

Accessible Information

Accessible formats of information or communication supports are provided upon request, including emergency or public safety information made available to the public.

Accessible Website and Web Content

The Town's current website contains accessible features under the "Accessibility Tools" option such as contrast changes and text size enlargement. The Town is working on a compliance plan with the Ministry for Seniors and Accessibility to increase our website compliance in accordance with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.

Employment

Accessible Employment – Recruitment

Accommodation is provided upon request during all stages of the Town's recruitment process.

The availability of accommodation is advertised on all job postings and the People & Talent (Human Resources) contact engages with candidates to identify and provide appropriate supports.

People & Talent staff are trained in providing accessible customer service and have a variety of skills/resources to meet the various accommodation requests of candidates.

Emergency Response Plans for Our Staff

Members of the Innisfil team who may need additional support in an emergency may request an individualized emergency response plan, unique to their needs and work environment. People & Talent and the Leadership Team will collaborate with the employee and subject matter experts (as needed) to ensure a robust plan that meets the specific needs of the staff member.

Public emergency response plans are available in accessibility formats upon request.

Ongoing Accessible Employment

Accommodations are made as necessary throughout the employment relationship. Employees are advised via employment contracts that this is Town practice, and is further reinforced in the Individual Accommodation Plan Process. People & Talent and our Leadership Team work collaboratively with staff in meeting accommodation needs.

Built Environment

Accessible Playgrounds, Parks and Waterfront

The Town continues to incorporate accessible features into our playgrounds, parks and waterfront. In the spirit of the Parks and Recreation Master Plan, the Town continues to engage the IAAC during the replacement and development of new playgrounds and parks to ensure that they are inclusive, similar to the existing accessible playground at Innisfil Beach Park.

Here are some 2020 highlights of our accessible park program:

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- Meadows of Stroud Park – asphalt trails connecting all park accesses and a trail around the new playground. AODA approved playground surface material used, and a new multi-purpose court for tennis, pickleball and basketball.
- 9th Line Park – new parking lot with accessible spaces and a trail connection to the park, with an accessible mobi matt to beach area.
- Centennial Park Washroom – new washroom with space for our Camp office meeting (meeting AODA requirements), new building connects to an accessible trail from the parking lot to the existing Gazebo.
- Dempster Ball Diamond – new trail connection from existing sidewalk, with new bleachers that include space for mobility devices.
- Upcoming in 2021: Trinity Park and trail upgrades, and Webster Park playground replacement and trail addition.

Facilities

The Town continues to collaborate with our Innisfil Accessibility Advisory Committee for the completion of accessibility audits of our community facilities. The audits identify accessibility barriers, prioritize opportunities for improvement and make recommendations to prevent or remove barriers.

Our newly constructed Rizzardo Health and Wellness Centre was designed to meet AODA requirements. Throughout the design process, the team considered traffic through the building and into the parking lot, assuming an increased number of users requiring accessible services. There is a covered accessible drop off and pickup entrance at the north side of the building.

Due to COVID-19, Town Staff and the IAAC were unable to conduct an accessibility review of Town owned facilities in 2020. Town Staff and the IAAC are hopeful that this will be able to resume in 2021.

Trails

The Town is in the planning process of creating and redeveloping accessible trails throughout Innisfil. The Trails Master Plan provides a guide to assist in this process. Town Staff continue to make accessible trails a priority when redeveloping/creating public spaces and are currently designing more campus trails to connect the Town Campus user to the various facilities.

The County has constructed the first phase of the Multi Use Trail on Innisfil Beach Road that will eventually connect Alcona to Innisfil Heights.

Site Plan Reviews

Town Staff from Planning Services and the Community Development Standards Branch have incorporated the Site Plan Accessibility Review Checklist, designed in collaboration with the IAAC for use by applicants in preparation of Site Plans and by Town Staff when reviewing accessibility issues related to Site Plan Applications. Town Staff provide updates to the IAAC as needed.

Transportation

Innisfil Transit

In the implementation of Innisfil Transit (powered by Uber), accessibility was a key factor of consideration. The Town has partnered with Barrie-Innisfil taxi to provide subsidized wheelchair accessible trips through Innisfil Transit. Innisfil has also partnered with GoGoGrandparent to make Innisfil Transit more accessible for residents that do not have a smartphone or the ability to request their own trips.

The Town has entered into an agreement with a local taxi company to ensure accessible rides continue to be available on demand to those who require this service.

Audible Pedestrian Signals (APS)

Town Staff continue to collaborate with the Innisfil Accessibility Advisory Committee on the replacement of crossing signals to Audible Pedestrian Signals (APS).

Sidewalks

Town Staff continue to assess sidewalk needs as replacements/new sidewalks are constructed and ensure they are compliant.

Here are some 2020 highlights:

- Construction has been completed on an AODA ramp between Simcoe Blvd and Adams Rd. The IAAC was engaged on this project and is very excited to have it open!
- A sidewalk through the North Innisfil Recreation Complex was installed to connect Kempenfelt Bay School, Rizzardo Health and Wellness Centre and the Innisfil Recreation Complex.
- Tactile plates were added to the rehabilitated portion of the sidewalk on Victoria Street in Stroud.
- Upcoming in 2021: We are in the design phase for sidewalk updates and tactile plates for Selby Street and the 2020 Sidewalk Program.

Creating an Accessible Community

Improving quality of life and creating a community where every person can participate fully is important for people, businesses and community life. Accessibility not only helps people with disabilities, it benefits everyone.

We are creating a community where every person can live, work and play.

Your Feedback is Important to Us!

Please let us know what you think about the Town of Innisfil's Status Report and accessibility matters in general.

To request a copy of the Multi-Year Accessibility Plan or Status Report in another format, please contact us:

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Attention: People & Talent