

2022 Accessibility Status Report



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



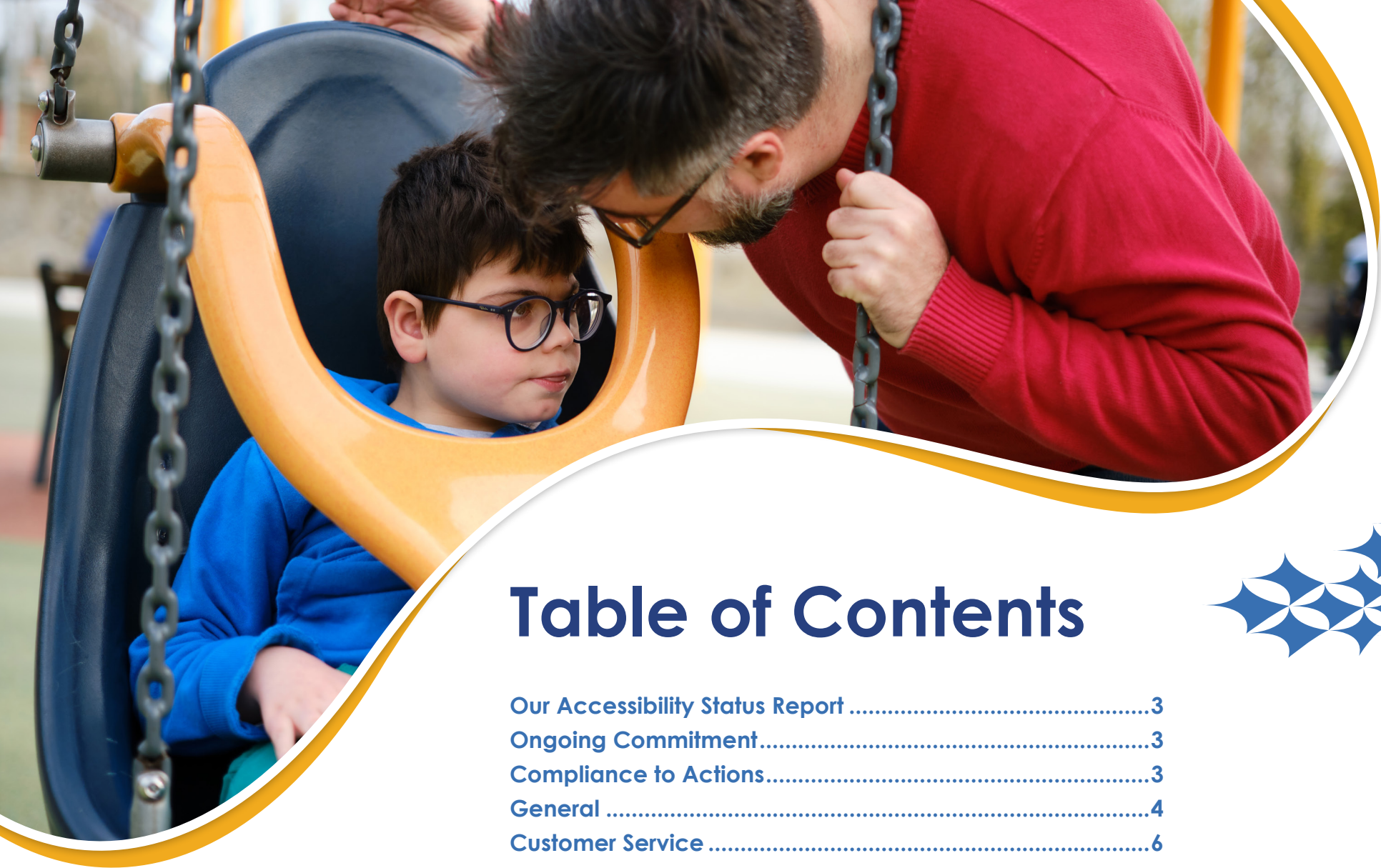


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Our Accessibility Status Report

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 within the Accessibility for Ontarians with Disabilities Act, 2005 and the Integrated Accessibility Standards Regulation (IASR).

The Status Report also provides an update on actions to implement the Town's Multi-Year Accessibility Plan. The plan outlines strategies and activities undertaken 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 making Innisfil a community that is accessible to all.

- The Town, through Mayor Dollin, proclaimed May 29 to June 4, 2022 as National AccessAbility Week, which extended the Town's recognition to all persons with disabilities and offered our support and appreciation to Innisfil's Accessibility Advisory Committee in opening the door to opportunities by making our Town an inclusive community.
- The Town, through Mayor Dollin, proclaimed December 3, 2022 as International Day of Persons with Disabilities. The proclamation acknowledged the many achievements persons with disabilities have made and reiterated the continued commitment of the Town to creating and maintaining an accessible and inclusive community.

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

Town Staff are part of the Ontario Network of Accessibility Professionals (ONAP). Staff attend ONAP meetings and share regular contact. 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 AODA, the IASR, and the Town's Integrated Accessibility Standards Policy. 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 in incorporating 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 and adaptations to programming to allow for a successful camp experience for all abilities to be fully integrated into the camp program.

Sensory stencils were implemented at the Innisfil Beach Park Pavilion as part of the summer camp experience.

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:

- Creating the Town's first "all-inclusive" accessible park, within the Sleeping Lion Development.
- Engaging with partners to help improve awareness and make our Town a barrier free community.
- Providing input on Town Community projects to create a barrier free community.
- Developing accessibility awareness tools to assist our local schools in understanding what accessibility means, and how to prevent and remove barriers.





Customer Service

Accessible Customer Service

Our Customer Service Team and all Town Staff are committed to maintaining ongoing compliance with the Customer Service Standard and are trained to effectively adapt communications and service delivery based on the unique needs and abilities of our residents and customers, regardless of how they access Town services. We are continually exploring creative and innovative ways to break down service delivery barriers for persons with disabilities across all service channels.

Public Feedback Process

Feedback received from the public related to improving the accessibility of Town facilities, goods, and services is accepted in any form and channeled through Customer Service. Customer Service logs and acknowledges all feedback received and facilitates internal collaboration and action over the course of the customer journey, acting as primary liaison with the customer until the file is resolved. Complaints received regarding accessibility issues are forwarded to Clerks Services for review and IAAC consideration.

Information and Communication



Accessible Information

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

Accessible Engagement and Participation

Council meetings continue to be livestreamed on the Town's YouTube channel and the recorded meetings are available to view with closed captioning. Further accessibility features are being explored for livestreamed meetings. Council meetings are accessible to the public through virtual participation, as may be required.

Accessible Website and Web Content

The Town continued to work with the Ministry for Seniors and Accessibility to maintain website accessibility as well as improve website attachment compliance in accordance with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.

The Town enhanced accessible website features and language for AODA compliance. This includes ongoing remediation of website documents to ensure readability, alternate text, compliant graphics and conducting page by page audits for accessibility. Training has been further provided to Staff on creating accessible documents and accessible web content to ensure all documents are AODA compliant prior to posting to the website.

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 team 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 is developed and utilized. 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 through the recruitment process and via employment contracts of accessible employment. The Town's commitment to accessible employment is further reinforced through individual accommodation plans and return to work processes, as applicable. 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. Through 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 they are inclusive, similar to the existing accessible playground at Innisfil Beach Park.

2022 highlights of our accessible playground, parks and waterfront programs:

- **Town Square New Park** – a completely unique barrier free space that includes the following amenities: refrigerated skating trail (with sound system and lighting), fire pit, stage and event space, splash pad, playground, trails, washroom and concession and with winter warming areas, roof top terrace, tactile plates at staircases, washroom signs with braille, and ramps to access the entire space.





- **Beach Wheelchair, “Sierra’s Chair”** – in collaboration with the Innisfil Beach Park ADHOC committee, Operations implemented the utilization for users with accessible needs to gain access to our beaches/waterfront at Innisfil Beach Park. Renamed to “Sierra’s Chair” in honour of a local resident’s late daughter, the free rental program was extremely well received by the community and users.

- **Warrington Park** – new playground with AODA approved playground surface material, asphalt trail around the playground and to the Holy Cross Catholic School. Accessible picnic table added, and bench pads with space for wheelchair added.
- **Big Bay Point Lakeside Park** – barrier free access to concrete viewing deck added, accessible picnic table added, grades to beach reduced.
- **Trans Canada Trail Bridge Replacements** – two bridges replaced on the Trans Canada Trail Barrier Free with hand rails, existing trail is hard packed limestone.
- **Innisfil Beach Park Trailer Washroom Improvements** – assessment and enhancements made to ensure full accessibility and reinforced safety measures to support accessibility.
- **Innisfil Beach Park Accessible Parking at Resident Parning Lot** – accessible parking spots were refreshed and upgrades made to accommodate those with side-mounting and dismounting vehicles.



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. Staff continue with regular maintenance and upkeep of all existing accessibility features within Town facilities and public spaces, including but not limited to, ramps and lifts for wheelchair access, handrail supports, accessible washrooms, accessible parking with signing, and visual fire alarms with flashing lights for the hearing impaired (at some locations).



Trails

The Town continues 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. In 2022, accessible trails were added to the Town's trail network including the Jack Crescent trail and new trail through Innisfil Beach Park that are both paved.



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.

In 2022 tactile plates have been added as part of the Sidewalk Rehabilitation Program:

- Benson Street at the intersection of Chalmers Crescent
- Benson Street at the intersection of Ferguson Street
- Benson Street at the intersection of Jans Blvd (NW and SW corners)
- Coleman Court at the NW, SE & SW corners of the intersection of Ferguson Street
- Annecca Street at the intersection of Westmount Avenue
- Annecca Street at the intersection of Ashwood Avenue
- Annecca Street at the intersection of Craig Road
- Leslie Drive at the intersection of Richard Street and at the intersection of Douglas Avenue
- Candaras Street at the intersection of 25th Sideroad (SE and NE corners)

Site Plan Reviews

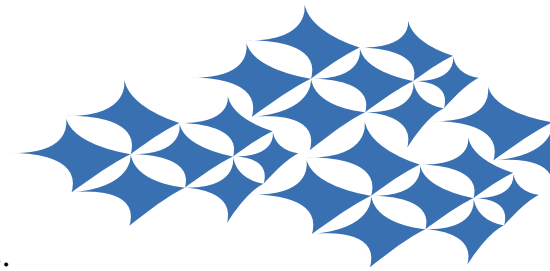
Town Staff from Planning Services and the Community Development Standards Branch (CDSB) have incorporated the Site Plan Accessibility Review Checklist. The checklist was designed in collaboration with the IAAC for use by applicants in preparation of Site Plans and by Town Staff when reviewing accessibility issues related to Site Plan Applications. The Building Department branch of CDSB continues to ensure that all new construction meets the Ontario Building Code's current requirements for Barrier-Free Design through the design review process of proposed new construction and through the site inspection process.



Transportation

Innisfil Transit

Accessibility was a key factor of consideration through the implementation of Innisfil Transit (powered by Uber). The Town has partnered with Barrie-Innisfil taxi and Driverseat 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.





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.

The Town of Innisfil is creating a community where every person can live, work and play.

Your Feedback is Important to Us!

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

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Email: hr@innisfil.ca

Mail: 2101 Innisfil Beach Road, Innisfil, ON, L9S 1A1

Attention: People & Talent

Includes photography by Jim Craigmyle and Glenn Switzer.