

Town of Innisfil Multi-Year Accessibility Plan

2023-2027



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





Table of Contents

- 1. The Town's Commitment to Accessibility**
- 2. Message from the Innisfil Accessibility Advisory Committee**
- 3. Introduction**
 - 3.1 Legislative Background
 - 3.2 Barrier Identification
- 4. Innisfil Accessibility Advisory Committee**
- 5. Multi-Year Accessibility Plan**
 - 5.1 General Requirements
 - 5.2 Information and Communication Standard
 - 5.3 Customer Service Standard
 - 5.4 Employment Standard
 - 5.5 Transportation Standard
 - 5.6 Design of Public Spaces (Built Environment) Standard
- 6. Overview of 2018-2022 Accessibility Achievements**
- 7. Feedback, Comments and Contact Information**



Our Commitment

1. The Town's Commitment to Accessibility

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

The Town remains steadfastly committed to making the community and workplace environment barrier-free and accessible with a focus on ensuring opportunities exist for residents, businesses and organizations to connect in ways that are meaningful—physically, socially, culturally and digitally. The Town is proud to annually declare National AccessAbility Week, which extends the Town's recognition to all persons with disabilities and offers our support and appreciation to the Innisfil Accessibility Advisory Committee for opening the door to opportunities by making our Town an accessible and inclusive community. Likewise, the Town is proud to annually proclaim the International Day of Persons with Disabilities to acknowledge the many achievements that persons with disabilities have made and reiterate the continued commitment of the Town to creating and maintaining an accessible and inclusive community.

The Town of Innisfil's Multi-Year Accessibility Plan outlines strategies, initiatives, and actions to identify, prevent, and remove barriers for people with disabilities in Town programs, services, and facilities. Staff from across the Town are involved in the development and implementation of accessibility planning in compliance with the *Accessibility for Ontarians with Disabilities Act (AODA)*. Accessibility and inclusiveness are integrated into the Town's Community Strategic Plan *Innovative Innisfil 2023* pillars of 'grow, connect, and sustain', as well as into our various Master Plans. We are committed to continuing our journey to making Innisfil a community that is accessible to all.

We are proud of the significant strides made over the years, and we are dedicated to continuing to remove barriers and improve accessibility. In doing so, the Town is guided on the premise of integration, independence, dignity, and equal opportunity.





Message from the IAAC

2. Message from the Innisfil Accessibility Advisory Committee (IAAC)

Members of your IAAC are committed to applying the principles of inclusiveness and integration in reviewing projects and supporting various initiatives. We continue to work as strong advocates to improve accessibility in the Town's services, programs, and facilities.

Your IAAC supports creating a welcoming and accessible community that allows all members to engage and participate. We have created an educational program called Breaking Down Barriers Awareness Day that provides our local elementary schools and other youth organizations hands on demonstrations that support education in wheelchair use, vision and hearing simulations, and educational information about mental health, DeafBlind Ontario Services, and cognitive functions, which includes dementia, autism and fall prevention.

Your IAAC is working with Staff in creating an "all-inclusive" Champion Park within the Sleeping Lion Development that will be enjoyed by everyone. The IAAC is proud of our history led by our award-winning Chair Margaretta Papp-Belayneh (late). In honour of her, this inclusive park has been named "Margaretta Park". We envision and strive to build an accessible society that allows for meaningful opportunities for everyone of all abilities.

Members of your IAAC take pride in providing leadership and expertise on accessibility issues and the Committee has made great strides in removing barriers. We encourage our business community as well to remove barriers and have created an online video to promote a barrier-free marketplace. We look forward to working with the community and stakeholders in the future and can be reached at removingbarriers@innisfil.ca.



Councillor Robert Saunders,
Chair, Innisfil Accessibility Advisory Committee



3. Introduction

3.1 Legislative Background

The *Accessibility for Ontarians with Disabilities Act (AODA)* was passed by the Government of Ontario in 2005 to augment the *Ontarians with Disabilities Act (ODA)*. The purpose of these acts is to create dignity, independence, integration, and equal opportunities for all individuals within Ontario, break down barriers for those with disabilities, and make Ontario inclusive for everyone.



The AODA benefits Ontarians by developing, implementing, and enforcing accessibility standards, and the *Integrated Accessibility Standards Regulation (IASR)* of the AODA 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.

Under the AODA, a disability means:

- a) any degree of physical disability, infirmity, malformation, or disfigurement that is caused by bodily injury, birth defect, or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; ("handicap").



3.2 Barrier Identification

As outlined, the intent of the AODA and the Town's Multi-Year Plan is to prevent, identify, and remove barriers and obstacles that stand in the way of persons with disabilities from being able to access services, facilities, and information.

Under the AODA, a barrier means anything that prevents a person with a disability from fully participating in all aspects of society because of their disability. The traditional definition of a barrier used in the context of accessibility has been expanded to include obstacles beyond physical boundaries. There are several other categories of barriers to consider:

1

Attitudinal Barriers:

Prejudgments or assumptions that directly or indirectly discriminate.

2

Communication Barriers:

Obstacles with processing, transmitting, or interpreting information.

3

Environmental Barriers:

Features, buildings, or spaces that restrict or impede physical access.

4

Systemic Barriers:

Barriers within an organization's policies, practices, and procedures that do not consider accessibility.

5

Technological Barriers:

Occur when technology cannot or is not modified to support various assistive devices and/or software.



4. Innisfil Accessibility Advisory Committee

The Innisfil Accessibility Advisory Committee (IAAC) is an Advisory Committee to Council and advises Town Council and Staff on ways to identify, prevent and remove barriers for people with disabilities in Town services, programs, and facilities. Members of the committee include persons representing a range of disabilities as defined in the *Accessibility for Ontarians with Disabilities Act, 2005* and are appointed by Town Council who seek the advice of the IAAC in matters of accessibility. Staff and the IAAC work collaboratively in our shared commitment to an accessible Innisfil by improving the quality of life for all persons by promoting equal opportunity and a barrier-free community. The IAAC's mandate includes the following duties and functions:

- Identify changing needs, bring forward, and recommend appropriate actions to deal with issues relating to accessibility under the AODA and the ODA.
- Work with Town Staff in developing, reviewing, and making comments/ recommendations to Council on Federal and Provincial legislation, Municipal by-laws of the Town of Innisfil in the interests of creating a barrier-free environment.
- Monitor Federal and Provincial government directives and regulations pertaining to accessibility issues.
- Advise Council on accessibility concerns to buildings, structures or premises or part of a building, structure, or premise.
- Conduct Accessibility Consultations on Town owned and operated facilities.
- Conduct research on accessibility issues.
- Provide education on promoting a barrier-free community.
- Liaise with stakeholder groups on accessibility issues.





Multi-Year Accessibility Plan

5. Multi-Year Accessibility Plan, 2023-2027

The AODA and the IASR require a Multi-Year Accessibility Plan to be prepared to prevent and remove barriers and meet the accessibility standards. In addition to general requirements, the core standards of the IASR are:

- Information and Communication
- Customer Service
- Employment
- Transportation
- Built Environment (design of public spaces)

The Town's 2023-2027 Multi-Year Accessibility Plan is a living document that guides staff in proactive planning to meet the requirements of the AODA and the IASR as we continue to 'grow, connect, and sustain' our community. The Multi-Year Accessibility Plan is made available on the Town's website (innisfil.ca) and provided in an alternate format upon request.

This plan is complemented through an annual Accessibility Status Report as reviewed and endorsed by the IAAC, highlighting the measures and actions taken to improve accessibility and implement the requirements of the AODA and IASR.

Consultation:

The Innisfil Accessibility Advisory Committee (IAAC) has been a key resource to the Town as we have planned and implemented various accessibility enhancements to programs, services, and facilities. The IAAC has reviewed the Town's Multi-Year Accessibility Plan, 2023-2027.

5.1 General Requirements

The general requirements are those regulatory requirements that apply across all standards of the IASR: Information and Communication, Employment, Transportation, Design of Public Spaces (Built Environment) and Customer Service. These regular requirements include purpose and application of the regulation; definitions;



Multi-Year Accessibility Plan

establishment of accessibility policies; accessibility plans; procuring or acquiring goods, services, or facilities; self-service kiosks; training; and exemption from filing accessibility reports.

As part of the 2023-2027 Multi-Year Accessibility Plan, the Town will:

- Review and revise the Town's Integrated Accessibility Standard Regulation policy and related policies.
- Ensure that accessibility design, criteria, and features are updated as may be required and incorporated when procuring or acquiring goods, services, facilities, and self-service kiosks.
- Provide ongoing training on the Integrated Accessibility Standards Regulation and *Human Rights Code* to employees, volunteers, all persons who participate in developing the organization's policies, and all other persons who provide goods, services, or facilities on behalf of the Town of Innisfil.
- Enhance the availability of services with elements such as service counters, accessible and accommodating fixed queuing guides, or waiting areas.
- Implement interactive learning series for all Staff as it relates to accessibility.
- Continue to enhance the Town's in-person summer camps programs providing an integrated, inclusive, and accessible space for participants of all abilities. Inclusion counselors work one-on-one with children and youth who may need additional assistance and adaptations to programming to allow for a successful experience for all abilities to be fully integrated into the camp program.
- Support ongoing awareness and education on accessibility core standards in the design and delivery of services and projects.
- Consider IT enhancements for accessibility as part of corporate project planning.
- Continue to file accessibility compliance reports as required and provide an annual accessibility status report.

5.2 Information and Communication Standard

The Information and Communication Standard outlines requirements to create,



Multi-Year Accessibility Plan

provide and receive information and communication in ways that are accessible to persons with disabilities that take into consideration the needs of the individual. The standard includes requirements for accessible formats and communication supports, emergency procedures/plans for public safety information, training, accessible websites and website content, and feedback, etc.

As part of the 2023-2027 Multi-Year Accessibility Plan, the Town will:

- Review and enhance accessible processes for receiving and responding to feedback.
- Increase awareness of alternate formats of information/communication.
- Upon request, provide or arrange for the provision of accessible formats and communication supports, in a timely manner that takes into account the person's accessibility needs and at no additional cost, including emergency procedures and public safety information.
- Continue work to conform with website and content/attachment requirements according to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0.
- Monitor the Town's website quarterly to ensure it maintains AODA compliance.
- Review and enhance accessible engagement and participation in municipal Council and public meetings and accessible Council meeting agenda.
- Provide training, including accessible learning modules, to website and print material content editors.
- Provide assistance and guidance to Staff on accessibility requirements and standards.

5.3 Customer Service Standard

The Customer Service Standard ensures that people with disabilities receive goods and services in a manner that takes into account their disability. Accessible customer service means services being delivered with dignity and supporting independence, integration, and equal opportunity for all. The standard includes requirements for policies, practices and procedures governing the provision of goods and services,



Multi-Year Accessibility Plan

use of support persons and service animals, notice of temporary service disruption, training of staff, feedback process for providers of goods or services, notice of availability of documents and format of documents.

As part of the 2023-2027 Multi-Year Accessibility Plan, the Town will:

- Provide notice of temporary disruptions to goods, services or facilities through various channels taking into account the accessibility of persons.
- Train employees and volunteers on the purpose of the Act and requirements under the Customer Services Standard.
- Increase shift to online services to support residents and customers with mobility challenges, in providing options beyond attending a Town facility.
- Explore new/enhanced technologies that support internal and external customer service.
- Increase awareness of the accessibility of Town services, including translation and hearing-impaired services and language barriers, and offer virtual options to connect with a representative directly on more complex matters.
- Receive and respond to feedback about the manner in which goods, services and facilities are provided to persons with disabilities.
- Collaborate with internal stakeholders to enhance the process to respond to public accessibility feedback or concern inquiries in support of excellence in service delivery.
- Upon request, provide a copy of a document in an accessible format as required under the Customer Services Standard.

5.4 Employment Standard

The Employment Standard requires employers to provide accessibility across all stages of the employment life cycle. The standard covers recruitment, assessment and selection, accessible formats and communication supports for employees, workplace emergency response information, documented individual accommodation plans, return to work process, performance management, career development and advancement, and redeployment.



Multi-Year Accessibility Plan

As part of the 2023-2027 Multi-Year Accessibility Plan, the Town will:

- Continue to review and develop employment policies, programs, and practices to ensure inclusivity, integration, dignity, and equal opportunity for people with disabilities.
- Educate applicants and employees about the availability of accommodation throughout all stages of the recruitment process.
- Provide accommodations for persons with disabilities, on request, to support candidate participation in all aspects of the recruitment process.
- Review and enhance the recruitment policy and process as well as the onboarding program for increased accessibility and inclusiveness.
- Consult with employees to provide or arrange for the provision of accessible formats and communication supports.
- Support employees and provide them with individualized accommodation plans in accordance with AODA, individualized return to work plans, modified work plans and graduated return to work programs.
- Provide individualized workplace emergency response information to employees.
- Understand and ensure that the accessibility needs of employees are taken into account as part of the development and performance program, career development and related programs.
- Provide ongoing awareness and education to employees on the Town's commitment to accessible employment and supports available.

5.5 Transportation Standard

The Transportation Standard requires that transportation services and vehicles are accessible to people with disabilities to assist them in being able to live, work and participate in their communities. This standard captures all means of transportation provided by an organization, including taxis and transit buses.

As part of the 2023-2027 Multi-Year Accessibility Plan, the Town will:

- Monitor and adjust, as may be needed, the Uber transit model and on-demand



Multi-Year Accessibility Plan

accessible taxicabs and related programs to ensure continued accessibility.

- Consult with the IAAC on transit accessibility and plan for future enhancements.
- Ensure that persons with disabilities are not charged a higher fare or additional fee for the storage of mobility aids or mobility assistive devices.
- Educate the owners and operators of taxicabs to make available vehicle registration and identification in an accessible format.
- Continue to collaborate with IAAC on the replacement of crossing signals to audible pedestrian signals.

5.6 Design of Public Spaces (Built Environment) Standard

The Design of Public Spaces Standard, also referred to as the Built Environment Standard, focuses on removing barriers in public spaces and buildings that are newly constructed or developed to make it easier for everyone to use public spaces. Technical requirements and special features have been developed to enhance sidewalks, paths of travel and trails, recreational play spaces, outdoor seating areas, pedestrian signals, wider accessible parking spaces, gentler ramp slopes, and service counters to support individuals seated in mobility devices, etc.

The Town consults with the IAAC on the design/construction of new or redeveloped municipal facilities and public spaces to ensure these spaces are barrier-free.

As part of the 2023-2027 Multi-Year Accessibility Plan, the Town will:

- Review accessibility improvements as part all projects the Capital Engineering and related teams work on and, where possible, improvements and/or enhancements are made.
- Integrate accessibility requirements for recreational trails and beach access routes, outdoor public use eating areas, outdoor play spaces, exterior paths of travel such as sidewalks, stairs, ramps and rest areas, accessible parking on and off street, and procedures for preventative and emergency maintenance.
- Accessible playgrounds, parks, and waterfront:
 - Review and continue to improve Town parks and community spaces through



Multi-Year Accessibility Plan

various inspections and initiatives ensuring spaces remain accessible to all users.

- Design parking lots to accommodate side-mounting and dismounting vehicles to comply with AODA Standards.
- Annual Lakeside Parks Program (PKS191) - implementation of Parks & Recreation Master Plan recommendations: there are 46 public rights-of-way and easements that terminate at the Lake Simcoe and Kempenfelt Bay shorelines that are under the ownership of the Town. These parcels are frequently used and have unique features and amenities such as docks, swimming, beaches, boat launches, picnic areas, scenic views, ice fishing access, etc. Upcoming improvements include:
 - 2023/2024 Eastern Lakeside Park - accessible trail and ramp to lake with dock for enjoying lake view or fishing.
 - 2024 Lockhart Lakeside Park - trail to accessible picnic table.
 - 2025 and onwards - include 959 Barry Avenue and 13th Line.
- Biannual Playground Replacement and Park Redevelopment Program (PKS20) - all playgrounds being replaced include play equipment for children with different abilities and exceed the minimum requirements of the AODA. Accessible and inclusive playgrounds with all playground replacements which include wheelchair ramps, asphalt trails surrounding playgrounds, space for wheelchairs beside benches on concrete pads, AODA approved engineered wood fiber, and new asphalt trail connections. Parks proposed include:
 - Huron Court Park (construction 2023)
 - Previn Court Park (2024)
 - Pitt Street Park (2026)
- New Development Parks Program (PKS404) - design/construction of new parks in developments including accessible parking spaces, asphalt trails, and accessible playground features. As other new parks and amenities are added, Staff consult with the IAAC to ensure accessibility enhancements.
- “Champion Park” Margaretta Park (construction 2024) - Staff have partnered



Multi-Year Accessibility Plan

with the IAAC to include additional equipment to improve wheelchair accessibility, including playground ramps, a wheelchair accessible spinner and a wheelchair accessible swing. Learn more about the [IAAC's "Champion Park"](#).

- Innisfil Beach Park Implementation (PKS374) - Phase 1 is scheduled for 2025 and is proposed to include: new 3.5m wide primary trails, new 2.0m secondary trails and pedestrian bridges, new accessible beach washroom, and expanded beach areas.
- Sidewalks:
 - Sidewalk Improvement Program (RDS225) - includes the removal and replacement of substandard sections of sidewalks as identified through the 2022 Sidewalk Needs Report which improves accessibility, including the installation of tactile walking surface indicators at intersections. Proposed locations proposed for over the next five 5 years include:
 - Killarney Beach Road
 - Yonge Street, Stroud
 - Lynn Street, Stroud
 - North Gate, Stroud
 - 25th Sideroad, from Mapleview south to Innisfil Beach Road, both sides of the road (phases to be determined and in the longer timeframe than the next 5 years)
 - 7th Line from 20th to St Johns Rd (design beginning in 2023 with construction estimated to begin in 2025)
- Trails:
 - The Parks and Recreation Master Plan and Lake Enjoyment Strategy currently in draft (Land and Lake Plan) and the 2022 approved Transportation Master Plan Update made recommendations for Trail improvements that will improve accessibility including new sidewalks, multi-use trails (off road trails located next to roads) and secondary trails (short pathways or loops located off-road or within parks). The trail program includes:



Multi-Year Accessibility Plan

- Limestone trail at Centennial Park (2023)
- Luck Conservation Area (South Innisfil Arboretum), partnering with the Lake Simcoe Conservation Authority (2023)
- Future locations will be identified in the 2025-2026 budget process
- Multi-Use Trails through Road Projects - some of the locations proposed for the next five (5) years include:
 - 25th Sideroad from Big Bay Point Road to Mapleview Drive (design has started, construction estimated for 2024)
 - 7th Line from 20th Sideroad to St. Johns Road (design starting in 2023 for construction planned to begin in 2025)
 - Innisfil Beach Road (partnering with Simcoe County) (currently in progress)
 - Killarney Beach Road (in design, construction 2024)
- Secondary trails - to be completed through numerous park projects (PKS191, PKS20, and PKS404 listed above).
- Facilities:
 - Continue to collaborate with the IAAC on facility accessibility.
 - 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).
- Site plan reviews:
 - Continue with accessibility requirements as part of the site plan review process.
 - Continue to ensure that all new construction meets the Ontario Building Code's (OBC) current requirement for barrier-free design through the design review process of proposed new construction and through the site inspection process.
 - Review, adjust and enhance processes as may be required for ongoing compliance.

6. Overview of 2018-2022 Accessibility Accomplishments

The Town has remained steadfast over the course of our 2018-2022 Multi-Year Accessibility Plan to identify, prevent, and remove barriers to persons with disabilities. Numerous initiatives and projects have been implemented over the past five years. The support and contributions of the IAAC has been valuable to ensure community access to the Town's goods, services, and facilities.

We are pleased to share a sampling of our recent accomplishments, as highlighted in the annual reports for the 2018-2022 Multi-Year Accessibility Plan, in enhancing accessibility for our community.

General Requirement

- 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.
- All new and returning employees are trained on the AODA and IASR, and its regulations and training records are retrained. An in-house created learning module supports this training.
- All Town in-person summer camps provide an integrated, inclusive, and accessible space for participants of all abilities. Inclusion counselors work one-on-one with children and youth who may need additional assistance and adaptations to programming to allow for a successful experience for all abilities to be fully integrated into the camp program. All camp staff are trained in inclusion support, including understanding additional abilities, communicating with empathy, behaviour modification, and behaviour management systems.
- 'Accessible Customer Service: A Guide for Innisfil Service Providers' was developed to provide tips for interacting with a person living with a disability to facilitate excellent customer service to all residents.
- An Accessible Inclusive Recreation (AIR) information package for summer camps was developed to support campers with accessibility needs.

Our Accomplishments

- Procurement procedures have incorporated accessibility features and tender packages include AODA requirements to ensure vendors are aware of accessibility requirements and the accessibility features available to them.
- Enhanced digital services across the Town's service delivery.
- Arena livestreaming to increase accessibility for spectators.
- Town Staff are part of the Ontario Network of Accessibility Professionals (ONAP), a group that takes a proactive approach to removing barriers and strives for a fully accessible Ontario.
- Town Staff continue to provide support to the dedicated IAAC and assist with key initiatives such as Breaking Down Barriers Accessibility Awareness Days held at local elementary schools, the creation of an all-inclusive accessible park, engaging with partners to help improve awareness, making our Town a barrier-free community, and supporting the development of an accessible customer service brochure that provides helpful tips and information about accessibility in Innisfil.



Information and Communications

- Accessible engagement and participation initiatives implemented include the live streaming of Council meetings on the Town's YouTube channel and the availability of recorded meetings.
- Council meetings are accessible to the public through virtual participation as may be required.
- Revised Council Procedural By-Law to enhance accessibility through options of electronic/virtual participation for all attendees at Council and public meetings.
- Accessible formats of information or communication supports are provided upon request, including emergency or public safety information made available to the public.
- The Town moved to a new website that contains accessibility features and language, including colour contrast and text size enlargements (2021).



Our Accomplishments

- Enhanced accessible website features and language for AODA compliance, including ongoing remediation of website documents to ensure readability, alternate text, compliant graphics, and conducting page-by-page audits for accessibility.
- Training provided to staff on creating accessible documents and accessible web content to ensure documents are AODA compliant prior to posting to the website.
- The Town continues to finalize work on a compliance plan with the Ministry of Seniors and Accessibility to increase our website accessibility compliance in accordance with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA by the end of 2023.

Customer Service

- Staff demonstrate our shared commitment to offering excellent customer service and maintaining compliance with the Customer Service Standard with regard to service animals, support persons, assistive device, and notice of service disruptions.
- The Town's Customer Service team and staff are trained to effectively adapt communications and service delivery based on the needs and abilities of our residents and customers, regardless of how they access Town services.
- Implementation of select online services to provide accessible options in place of attending a Town facility and began to offer certain translation services.
- Public feedback process related to improving the accessibility of Town facilities, goods, and services has been implemented and channeled through Customer Service and facilitates internal staff collaboration and action with IAAC engagement as may be required.

Employment

- Accommodation is provided throughout the recruitment process and advertised on all job postings.
- Ongoing commitment to accessible employment. Employment agreements re-affirm our commitment to working with employees who may require a disability-related accommodation.

- Individual accommodation plans and emergency response plans are developed to support staff unique to their needs and work environment.

Transportation

- Transit:
 - In the implementation of the Town's partnership with Uber, accessibility was a key factor of consideration.
 - The Town has partnered with Barrie-Innisfil taxi and Driverseat to provide subsidized wheelchair accessible trips through Innisfil Transit.
 - The Town has partnered with GoGoGrandparent to make Innisfil Transit more accessible for residents that do not have a smartphone or the ability to request trips on their own.
- Audible Pedestrian Signal (APS):
 - Town Staff consult with the IAAC on the replacement of crossing signals to audible pedestrian signals.



Design of Public Spaces (Build Environment)

- Accessible playgrounds, parks, and waterfront - the Town has made significant strides in incorporating incorporated accessibility features into our playgrounds, parks, and waterfront.
 - Town Square - a completely unique fully accessible and barrier-free space, including tactile plates at staircases, washroom signs with brail, and ramps to access the entire space (2022).
 - 'Sierra's Chair' beach wheelchair - in collaboration with the Innisfil Beach Park ADHOC committee, the Town implemented the utilization for users with accessibility needs to gain access to the beaches/waterfront of Innisfil Beach Park (2022).



Our Accomplishments

- Big Bay Point Lakeside Park - barrier-free access to concrete viewing deck added, accessible picnic table added, and grades to beach reduced (2022).
- Innisfil Beach Park Accessible Parking at Resident Parking Lot - accessible parking spots were refreshed and upgrades were made to accommodate those with side-mounting and dismounting vehicles (2022).
- Webster Park - limestone trails replaced with asphalt trails connecting to the new playground with AODA approved playground surface materials, along with accessible picnic tables and bench pads with space for wheelchairs added (2021).
- Meadows of Stroud Park - new playground with AODA approved playground surface materials, including asphalt trails connecting all park access points and trail around the new playground (2020).
- 9th Line Park - accessible Mobi-Mat® to the beach area (2019).
- Innisfil Recreation Complex ball diamond - new trail connection from the existing sidewalk with new bleachers that include space for mobility devices (2019).
- Rizzardo Health and Wellness Centre - designed to meet AODA requirements, including a pedestrian traffic assessment through the building and parking lot assuming an increased number of users requiring accessible services (2019).
- Belle Ewart Park - accessible trail to a new playground with inclusive equipment and gazebo (2018).
- Sidewalks - the Town has assessed sidewalk needs as replacements/new sidewalks are constructed to ensure they are accessible, including:
 - Ramp between Simcoe Boulevard and Adams Road (2020).



Our Accomplishments

- Sidewalk was installed to connect the Innisfil Recreational Complex, Kempenfelt Bay School, and the Rizzardo Health and Wellness Centre (2020).
- Tactile plates added to the rehabilitated portion of the sidewalk on Victoria Street in Stroud (2020).
- Tactile plates added to the sidewalk program in Cookstown at the following intersections and locations: Hamilton Street and King Street South, Victoria Street West and King Street South, Church Street and Elizabeth Street/William Drive, Church Street Library entrance, and Cook Avenue and Heritage Road (2021).
- Tactile plates were added as part of the Sidewalk Rehabilitation Program at nine locations in 2022, including Benson Street at three different intersections, Annecca Street at three different intersections, and Coleman Court at the NW, SE, and SW corners of the intersection of Ferguson Street.
- Sidewalks in Cookstown, Wellington Street, George Street and Hamilton Street were updated to new accessibility standards (2018).
- Facilities - the Town undertakes ongoing accessibility audits by Staff and the IAAC to prioritize opportunities for improvements and make recommendations to prevent or remove barriers including:
 - New accessible door operators were added to many facilities.
 - Rizzardo Health and Wellness Centre is designed to meet AODA requirements, considering traffic throughout the building and parking lot to support users requiring accessible services.
 - Regular maintenance and upkeep of accessibility



Our Accomplishments

features within Town facilities and public spaces, including ramps, lifts, 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 is planning the continued expansion of creating and redeveloping accessible trails throughout Innisfil.
 - Trans Canada Trail Bridge Replacement - two bridges replaced on the Trans Canada Trail barrier-free with handrails, with existing trail of hard paced limestone (2022).
 - The County of Simcoe constructed the first phase of the Multi-Use Trail on Innisfil Beach Road that will eventually connect Alcona to Innisfil Heights (2020).
 - The Town's accessible trail network was expanded to include the Jack Crescent Trail and the new trail through Innisfil Beach Park, which are both paved.
 - Trails surrounding parks and open spaces are being upgraded for accessibility as part of the park and open spaces projects.
- Site plan reviews - Staff have incorporated accessibility requirements into the site plan review process, including:
 - Implementation of site plan accessibility review checklist, designed in collaboration with the IAAC for use by applicants in the preparation of site plans and by Staff when reviewing accessibility issues related to site plan applications.
 - Building/inspection services continues to ensure that all new construction meets the Ontario Building Code's (OBC) current requirement for barrier-free design through the design review process of proposed new construction and through the site inspection process.





7. Feedback, Comments and Contact Information

Members of the public are encouraged to provide feedback, provide accessibility-related comments, or seek additional information on the Town's Multi-Year Accessibility Plan, Annual Status Report, and accessibility matters in general.

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

Email: removingbarriers@innisfil.ca

Phone: 705-436-3710 or 1-888-436-3710

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