



2021 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 2021 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.

- The Town ran a social media campaign for Accessibility Week in June 2021, introducing the Innisfil Accessibility Advisory Committee and sharing resources with the community.
- At the November 10, 2021 Council meeting, Mayor Dollin on behalf of the Town, proclaimed December 3, 2021 as International Day of Persons with Disabilities. The proclamation acknowledges the many achievements persons with disabilities have made and 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

The Town Staff members 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 *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 to be integrated into the camp program.

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.
- Created an Accessible Customer Service brochure that provides helpful tips and information about accessibility in Innisfil.
- Assisted Staff by providing input during the creation of an accessible ramp connecting Simcoe Blvd. and Adams Road

Due to COVID-19, the IAAC was unable to host any in school events in 2021. They are hopeful that the in-school education program can resume once the pandemic is over! The IAAC is collaborating with the Communications team to explore new ideas for accessible virtual education events. The Accessible Customer Service brochure 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 moved to a new accessible website in 2021 which contains accessible features and language. The Town continues to work with the Ministry for Seniors and Accessibility on a compliance plan to maintain website accessibility as well as improve website attachment 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 team engage 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 2021 highlights of our accessible park program:

- Webster Park – two limestone trails replaced with asphalt trails connecting to the new playground with AODA approved playground surface material; accessible picnic table and bench pads with space for wheelchair added
- Trinity Park – all new pedestrian bridge; playground with AODA approved playground surface material; asphalt trail connection from Trinity Street to James Street, from Trinity Street to around playground, to pedestrian bridge to James Street; accessible picnic table and concrete pad, and bench pad with space for wheelchair added
- Innisfil Beach Park – new outdoor fitness obstacle course; obstacle course has rubberized surface and connects to existing asphalt trail, and includes an asphalt trail connection from existing trail to gazebo

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.

Due to COVID-19, Town Staff and the IAAC were unable to conduct an accessibility review of Town owned facilities in 2021. Town Staff and the IAAC are hopeful that this will be able to resume in 2022.

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.

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 2021 highlights:

- Tactile plates have been added to the sidewalk program in Cookstown at the following intersections and locations:
 - Hamilton St. and King St. South
 - Victoria Street West and King Street South
 - Church Street and Elizabeth Street/William Drive
 - Church Street Library entrance
 - Cook Avenue and Heritage Road

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 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.

We are 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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Attention: People & Talent