

Town of Bradford West Gwillimbury Multi-Year Accessibility Plan 2025-2030

This document is available in an accessible alternate format by request.



Table of Contents

- Multi-Year Accessibility Plan Overview..... 3
 - Accessibility Legislation in Ontario..... 4
 - Commitment..... 6
 - Informed & Committed Leadership..... 6
 - Evaluation..... 6
 - Town Accessibility Advisory Committee..... 8
 - Committee Membership for 2022-2026 Term..... 8
 - Barrier Identification..... 9
 - 2025-2030 Actions, Goals and Expected Outcomes..... 10
 - Legislative Requirements..... 10
 - General..... 10
 - Customer Service Standard..... 13
 - Information and Communication Standards..... 15
 - Employment Standard..... 17
 - Transportation Standard..... 19
 - Design of Public Spaces (Built Environment) Standard..... 23
 - 2025–2030 Forecast: Parks, Trails, Play Spaces, and Splash Pads..... 27
 - Overview of 2020-2025 Accessibility Accomplishments..... 29
 - Conclusion and Feedback..... 33
 - Contact Information..... 33

Multi-Year Accessibility Plan Overview

Accessibility planning requires ongoing attention and will require continual involvement and discussion between staff, Council and the Accessibility Advisory Committee (AAC) year-round. The Multi-Year Accessibility Plan (the Plan) provides the opportunity to demonstrate achievements and establish an implementation framework and future priority initiatives. Objectives identified within the Plan are both long and short-term; many are ongoing actions or could require implementation over several years. Regular monitoring is necessary to ensure that relevant initiatives are included in the Plan and that progress is identified. The current focus of the Plan is dedicated to implementing the requirements of the Integrated Accessibility Standards Regulation, Ontario Regulation 191/11 (the IASR).

To assist with implementation, the Plan outlines accessibility initiatives for the Town with target areas reflecting the five core standards of the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, CHAPTER 11 (the AODA): customer service, information & communications, transportation, employment and the built environment. Several objectives identified within each target area will assist with achieving accessibility compliance. This document contains objectives and action items identified over the next several years and solidifies the Town's approach to accessibility planning. The Plan's progress will be reviewed and reported annually, and additional identified initiatives will be reported.

Accessibility Legislation in Ontario

The *Ontarians with Disabilities Act, 2001*, S.O. 2001 CHAPTER 32 (ODA) ensures that public organizations incorporate accessibility planning into their operations and facilities and document such actions within an accessibility plan. In 2005, a second piece of legislation, the *Accessibility for Ontarians with Disabilities Act (AODA)* was enacted to further qualify the ODA and serve as a framework for the establishment of accessibility standards in five areas: customer service, employment, transportation, information & communications, and the built environment. The standards support the principles of the AODA to ensure dignity, integration, independence and equal opportunity, and each have specific timelines for implementation. Compliance with the AODA is required by both public and private sector organizations. The ODA and AODA are in place for the purpose of ensuring that people with disabilities are not discriminated against.

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

The Integrated Accessibility Standards – Ontario Regulation 191/11 (IASR) was the first standard under the AODA to become law. It ensures that people with disabilities can receive goods and services in a manner that takes into account their disability. Within the IASR there are general requirements for compliance that include the establishment of policies, accessibility plans, provisions for procurement, self-service kiosks, and training.

Although the Town's Multi-Year Accessibility Plan undergoes an annual review and changes are made as necessary to ensure compliance with current legislation, Town achievements and annual initiatives are published in the Town's Annual Accessibility Status Reports. An Accessible Procurement Procedure (FIN-F18-021) has been put in place to ensure compliance. All general requirements are met when operations trigger a policy or training to be created.

Additional information on how the AODA is implemented in Bradford West Gwillimbury can be found in the Consolidated AODA Policy – CORP-01-003. This policy includes details on all five areas of the legislation and how the Town ensures that compliance is and will continue to be met.

Commitment

The Town's vision is to improve opportunities for persons with disabilities and to provide for their involvement in the strategic identification, removal and prevention of barriers to their full participation in Town programs, services and activities. The Town supports the right of access to services and materials to meet the needs of its residents and visitors for information, education and recreation. The Town supports the opportunity of its citizens to enjoy personal development, fulfillment and community pride through the services provided by the Town which are vital to their wellness and quality of life. Accessibility planning will help the community think strategically about identifying, removing, and preventing many different types of barriers. Through accessibility planning, the Town will have the opportunity to take a comprehensive look at their services, policies, procedures, practices and programs to determine which aspects of their operations require action to address the accessibility of programs and services to the public. The Town will continue to plan for accessibility in the delivery of all municipal services.

To support progress and meaningful implementation of the Plan, a strong foundation built from the following principles is necessary.

Informed & Committed Leadership

- All Town Departments provide input to the Plan.
- Council endorses the Plan.
- The Plan, and related accessibility documentation, are publicly available and in alternative formats upon request.
- Accessible customer service training is provided for all Town staff.
- Staff have access to accessibility-related resources and information.
- The Town continues to meet legislated timelines for implementation.

Evaluation

Listening to feedback is an integral part of the evaluation process. The Town will continue to review and expand consultation strategies to engage key groups in providing accessibility-related feedback, including people with disabilities. The Town's 2025 Accessibility Public Survey gathered feedback from residents, businesses, and service users regarding accessibility in facilities, programs, communications, and transportation. These results directly informed the 2025–2030 Multi-Year Accessibility Plan, guiding actions in accessible communications, customer service, transit design, and public spaces.

Additional evaluation and reporting efforts include:

- Annual review of the Multi-Year Accessibility Plan
- Annual Accessibility Status Reports
- Accessibility Public Surveys
- Completion of Compliance reports to the Ministry for Seniors and Accessibility.
- Prepare a Municipal Election Plan as required by the Election Act, 1990

Town Accessibility Advisory Committee

The Town's Accessibility Advisory Committee (AAC) was established in 2002. The AAC is responsible for the provision of advice to Council on specific initiatives to be undertaken by the Town. This consultation assists with the prevention, identification and removal of barriers that restrict people with disabilities from participating in Town programs or accessing services, and facilities. The Committee is comprised of dedicated volunteers committed to working towards a barrier-free municipality.

The Town's AAC is made up of citizens and Council representatives. Members are representing and advocating for persons with disabilities in the community.

Committee Membership for 2022-2026 Term

Councillor Peter Dykie (Chair)

Councillor Cheraldean Duhaney (Vice Chair)

Tracey Doncses

Meade Helman

Olivia Khan

Karla Pilozo

Lexi Tokhi

Lynn Woods

The AAC meets at minimum, quarterly each year and meetings are open to the public. During meetings, updates are provided to the AAC which may include presentations or discussions led by staff.

The AAC has consulted, reviewed or made recommendations with respect to internal and external programs/initiative such as:

- Accessible documents training for Town staff
- Adopted the *Illustrated Technical Guide to the Design of Public Spaces* created by the Global Alliance on Accessible Technologies and Environments (the GAATES Guide)
- The AODA Integrated Accessibility Standards Regulation
- BWG Transit accessibility and service levels
- Accessible transportation service options
- Accessible Taxicab licensing
- The Multi-Year Accessibility Plan
- StopGap
- Public education materials
- Accessibility related grants
- Inclusive language guidelines

Barrier Identification

The intent of the Plan is to prevent, identify and remove barriers. Barriers are obstacles that stand in the way of people with disabilities from being able to do many of the day-to-day activities that people take for granted. A barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of a 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, such as:

Environmental Barriers: Features, buildings or spaces that restrict or impede physical access. For example, a doorway that is too narrow to accommodate entry by person in a motorized scooter.

Communication Barriers: Obstacles with processing, transmitting or interpreting information. For example, print on a brochure that is too small to read or documents not available in alternative formats.

Attitudinal Barriers: Prejudgments or assumptions that directly or indirectly discriminate. For example, assuming that all visually impaired persons can read Braille.

Technological Barriers: Occur when technology cannot or is not modified to support various assistive devices and/or software. For example, a website that does not provide for increased text size or contrast options.

Systemic Barriers: Barriers within an organization's policies, practices and procedures that do not consider accessibility. For example, listing a driver's license as an employment qualification for an office position may prohibit persons with visual impairments from applying.

2025-2030 Actions, Goals and Expected Outcomes

The AODA and the IASR require a Multi-Year Accessibility Plan (MYAP) to be prepared to prevent and remove barriers and meet the accessibility standards. The MYAP includes both new and continuing initiatives that will assist the Town in meeting its commitment to an inclusive community where all residents and visitors have integrated access to municipal services, programs, and facilities, promoting dignity and independence. The Plan is based on best practice research and input from the Town’s Accessibility Advisory Committee, a public engagement survey, persons with disabilities, accessibility stakeholders and staff. It is organized around the five IASRs and general requirements of the AODA. The Town continues to develop and implement strategies to gain compliance and provide for accessibility across the organization

General Requirements

INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR) COMPLIANCE ACTIVITIES

Legislative Requirements General	Actions
<ul style="list-style-type: none"> • Develop accessibility policies and statement of organizational commitment • Make policies publicly available 	<ul style="list-style-type: none"> • BWG has an existing Corporate Accessibility Policy and related procedures. These will continue to be reviewed and updated as AODA legislation evolves. The AAC will be consulted on new or revised policies and major initiatives • Accessibility policies remain available on the Town website and in alternate formats upon request.

Legislative Requirements General	Actions
<ul style="list-style-type: none"> • Develop multi-year accessibility plan in consultation with persons with disabilities and the accessibility advisory committee • Post plan in an accessible format on website • Prepare an annual status report 	<ul style="list-style-type: none"> • The 2025–2030 Multi-Year Accessibility Plan was developed with the Accessibility Advisory Committee (AAC) and input from the community and persons with disabilities via public consultation and survey. • The Plan is available on the Town website in accessible PDF and available in alternate formats by request. • BWG publishes an annual Accessibility Status Report, posted online each year in an accessible PDF format and available in alternate formats by request.
<ul style="list-style-type: none"> • Report compliance to the province 	<ul style="list-style-type: none"> • Compliance reports will continue to be submitted to the Province bi-annually (2025, 2027, 2029).
<ul style="list-style-type: none"> • Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so 	<ul style="list-style-type: none"> • Procurement policies and RFPs incorporate accessibility requirements. An Accessible Procurement Procedure (FIN-F18-021) has been put in place to ensure compliance. • Existing by-law, procedures and other related documents will be reviewed and modified as required to reflect any changes to the Act and/or it's regulations
<ul style="list-style-type: none"> • The Town will have regard to accessibility if it designs, procures or acquires self-service kiosks 	<ul style="list-style-type: none"> • Reviewed as required accessibility features when self-service kiosks are considered.

Legislative Requirements General	Actions
<ul style="list-style-type: none"> • Ensure that training is provided on the IASR and on the Human Rights Code as it pertains to persons with disabilities 	<ul style="list-style-type: none"> • All new staff and volunteers complete AODA and Human Rights Code training during orientation. • Training records continue to be maintained as required through legislation • Monitor changes to legislation and modify training materials as required

2025-2030 Goals

- Maintain interdepartmental collaboration through the Clerk's Division, Accessibility Leads/Liaisons, and annual AAC/public consultations and community engagement activities.
- Establish a corporate accessibility governance structure and accountability framework within the organization to oversee the implementation of the multi-year accessibility plan.
- Promote accessibility awareness within the organization and community.
- Continue to demonstrate leadership in accessibility by meeting or exceeding timelines of provincial legislation.
- Continue to communicate and define to vendors their obligations to meet accessibility requirements.
- Evaluate compliance with the Standards through the undertaking of an accessibility compliance review with implementation of the resulting recommendations.

Expected Outcomes:

- An organization which fosters a culture where everyone feels like they belong, that values and includes employees, residents and visitors with disabilities.
- Municipal employees, residents, and visitors are aware of available resources and accommodations when accessing municipal goods, services, and facilities
- Clear roles and accountability at all levels of the organization.
- Employees are supported in identifying barriers to accessibility and actively seeking solutions to prevent and remove them.
- A procurement program that considers the needs of people with disabilities at all stages of the procurement process to help ensure that goods and services at government facilities are accessible.

Customer Service Standard

Legislative Requirements Customer Service	Actions
<ul style="list-style-type: none"> Develop, implement and maintain policies governing its provision of goods, services, and facilities to persons with disabilities 	<ul style="list-style-type: none"> Existing Corporate Accessibility Policy, procedures and other related documents will be reviewed and modified as required to reflect any changes to the Act and/or its regulations Procedures relating to accessible customer service including the Customer Accommodation Request Form are in place and will be reviewed and modified as required
<ul style="list-style-type: none"> Use of service animals and support persons 	<ul style="list-style-type: none"> Existing Corporate Accessibility Policy, procedures, By-law and training materials include requirements regarding service animals and support persons Materials will be reviewed and modified as required to reflect any changes to the Act and/or its regulations
<ul style="list-style-type: none"> Notice of temporary disruptions 	<ul style="list-style-type: none"> A service disruption procedure is in place, including notices online, at facilities, and through social media.
<ul style="list-style-type: none"> Train staff, volunteers and others who provide goods/services/facilities on behalf of the city about providing goods and services to people with disabilities 	<ul style="list-style-type: none"> New staff, Council and volunteers will be trained as soon as possible as part of their orientation process. The Town maintains a record of training as required through regulation Monitor changes to legislation and modify training materials as required

Legislative Requirements Customer Service	Actions
<ul style="list-style-type: none"> Establish a process for receiving and responding to feedback 	<ul style="list-style-type: none"> Procedures are in place to receive feedback including: <ul style="list-style-type: none"> AODA Feedback and Customer Service Complaint Form To be reviewed and modified as required
<ul style="list-style-type: none"> Provide or arrange for documents or information to be made available in accessible formats or with communication supports 	<ul style="list-style-type: none"> Procedure is in place for accessible formats and communication supports including: <ul style="list-style-type: none"> Request for Documentation in an Accessible Format on the Town website and are provided on request Staff to ensure that “accessible formats available on request is made available on all print documents. To be reviewed and modified as required

2025-2030 Goals- Customer Service

- Continue to train all volunteers, committee/board members, third-party agencies, and anyone providing goods/services/facilities on behalf of the Town in Accessible Customer Service (AODA), and provide refreshers for new staff, volunteers, and Council.
- Continue to train employees, volunteers, and third-party service providers on disability awareness, communication supports, and inclusive program delivery.
- Offer additional training opportunities and awareness campaigns to educate about a range of disabilities, barriers, and solutions.
- Continue to gain insight into accessibility through the Clerk’s Division’s membership in the Ontario Network of Accessibility Professionals and ongoing consultation with Independent Living Simcoe.
- Through the AAC, recognize businesses making strides in accessibility.
- Through the Clerk’s Division, continue to conduct, review, and plan for fully accessible municipal elections and provide a post-election accessibility report.
- Seek AAC feedback on the 2026 Municipal Election Accessibility Plan and on the Clerk’s Post-Election Accessibility Report.
- Use feedback to evaluate, improve, and advance accessibility across Town programs and services to ensure equitable participation for employees, residents,

and visitors with disabilities.

- Maintain and grow key inclusion programs (Adapted Recreation Day, Adapted Skate, C.A.R.E. Club, Inclusion Summer Camp with 1:1 supports, Sidekicks Buddy Program).
- Advance sensory inclusion (mobile kits, quiet spaces, progress toward a permanent sensory room).
- Continue community partner collaborations to increase awareness of inclusion programs through accessible communications and outreach.
- Maintain the Library’s accessible collections and technologies (CELA, DAISY, large-print, e-resources) and barrier-free features (automatic doors, wide aisles, accessible washrooms, elevator, large-format keyboards, light therapy lamps).

Expected Outcomes:

- Staff, volunteers, and third parties have the tools, training, policies, and procedures to deliver accessible customer service..
- Local businesses are recognized for accessibility improvements, encouraging broader community uptake.
- Municipal elections are planned and delivered with fewer barriers, and lessons learned drive continuous improvement.
- Participation in recreation and community programs increases for people with disabilities; accommodation is timely and effective.
- People with disabilities receive municipal goods and services of the same quality and within the same timeline as others and benefit equally from customer service initiatives.

Information and Communication Standards

Legislative Requirements Information and Communication	Actions
<ul style="list-style-type: none"> • Establish a process for receiving and responding to feedback 	<ul style="list-style-type: none"> • Procedures are in place to receive feedback including: <ul style="list-style-type: none"> • AODA Feedback and Customer Service Complaint Form • To be reviewed and modified as required.
<ul style="list-style-type: none"> • Provide or arrange for documents or information to be made available in accessible formats or with 	<ul style="list-style-type: none"> • Procedure is in place for accessible formats and communication supports including:

<p>communication supports</p>	<ul style="list-style-type: none"> • <u>Request for Documentation in an Accessible Format</u> form on the Town website and are provided on request • Staff to ensure that “accessible formats available on request is made available on all print documents. • To be reviewed and modified as required
<ul style="list-style-type: none"> • Where emergency procedures, plans and/or public safety information is available to the public, provide in accessible format or communication supports upon request 	<ul style="list-style-type: none"> • Procedure is in place for accessible documents and communication supports <u>Request for Documentation in an Accessible Format</u> is on the Town website and are provided on request • To be reviewed and modified as required
<ul style="list-style-type: none"> • Accessible website and web content 	<ul style="list-style-type: none"> • Continue to work towards maintaining WCAG 2.0 Level AA compliance. • Continue to educate and train staff on the requirement for accessible documents and remediation • Continue to ensure Town produced videos are captioned
<ul style="list-style-type: none"> • Standards review 	<ul style="list-style-type: none"> • Monitor changes to legislation and modify training materials as required.

2025-2030 Goals- Information and Communication

- Develop practical resources for employees on accessible public engagement and consultations.
- Develop and implement accessible information, communication, and technology guidelines and standards to ensure clear, timely, and accessible communications.
- Ensure that any new municipal website design fully incorporates accessibility and intuitive navigation principles, complying with WCAG 2.0 Level AA and prioritizing ease of use for all residents.
- Develop and implement an expanded document remediation team to support WCAG 2.0 Level AA compliance.
- Expand accessible document creation and remediation training for staff.

Expected Outcomes:

- Employees, residents and visitors with disabilities will have equal access to

municipal information through communication supports, alternate formats, accessible websites and digital content.

- By delivering information and communications in accessible formats to all municipal employees, residents, visitors and customers, the Municipality will support the effective delivery of service
- The municipal website, digital tools, and online services are easy to navigate and accessible to all users, including people with disabilities.
- Employees have the tools, guidance, and training to produce and share information in accessible formats.
- Accessible communication practices support consistent, high-quality service delivery across the organization.

Employment

Legislative Requirements Employment	Actions
<ul style="list-style-type: none"> • Recruitment, selection and notification 	<ul style="list-style-type: none"> • Regularly review our human resources policies to prevent or remove systemic employment barriers • Town Career Opportunities web page and job postings will continue to include wording advising that disability related accommodation is available • Candidates selected for interviews will continue to be advised that disability-related accommodation is available • Offer of Employment letters will advise that disability-related accommodations are available
<ul style="list-style-type: none"> • Accessible formats and communication supports for employees 	<ul style="list-style-type: none"> • Continue to provide or arrange for accessible formats and communication supports upon request in consultation with the employee
<ul style="list-style-type: none"> • Workplace emergency response information 	<ul style="list-style-type: none"> • Met through the Town’s Personal Emergency Response Procedure (PERP). This procedure ensures that all employees who identify themselves will have individual emergency plans created for them in the case of an emergency and/or evacuation. Employees are made aware of the PERP during new hire orientation or staff training on AODA updates. • Continue to provide employees with

Legislative Requirements Employment	Actions
	individualized workplace emergency response plan upon request
<ul style="list-style-type: none"> • Documented individual accommodation plans • Return to work process 	<ul style="list-style-type: none"> • Met through the Town’s Early and Safe Return to Work Program. This program works with individuals to ensure accommodations are made throughout the recruitment, screening and selection process and then once they are hired. Current employees will request accommodations in accordance with this program as well as plan for a return to work after any kind of medical leave. • Continue to develop individualized accommodation plans in consultation with the employee with a disability • Continue to develop return to work processes that meet the needs of the recovery of the employee
<ul style="list-style-type: none"> • Performance management, career development and redeployment 	<ul style="list-style-type: none"> • Human Resources department ensures that performance management, career development and redevelopment practices take accessibility and accommodations into consideration • Continue to support employees with disabilities with mentorship, training opportunities, and tuition reimbursement programs.
<ul style="list-style-type: none"> • Standards review 	<ul style="list-style-type: none"> • Monitor changes to legislation and modify training materials as required

2025-2030 Goals- Employment

- 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

- Review and enhance the recruitment policy as well as the onboarding program for increased accessibility and inclusiveness.
- Provide ongoing awareness and education to employees on the Town’s commitment to accessible employment and supports available.
- Continue to Partner with the Canadian Centre for Diversity and Inclusion (CCDI) to support an equitable, diverse workplace.

Expected Outcomes:

- Ensures that people with disabilities can participate fully and meaningfully as municipal employees.

Transportation

The transportation standard is sector specific to public organizations that provide either specialized or conventional transit services. The goal of this standard is to enable residents and visitors with the opportunity to live, work and participate in the community. Specific requirements regarding all aspects of the experience of using transportation are addressed.

Legislative Requirements Transportation	Actions
<ul style="list-style-type: none"> • Accessible equipment 	<ul style="list-style-type: none"> • Continue to make information about accessible transit equipment available using multiple formats of communication
<ul style="list-style-type: none"> • Procurement of equipment 	<ul style="list-style-type: none"> • Continuing to implement thorough RFP processes that ensure only transit vehicles that meet AODA technical requirements are procured
<ul style="list-style-type: none"> • Training 	<ul style="list-style-type: none"> • Continue to ensure that transit staff receive AODA and emergency response training relevant to their duties • All bus drivers are trained on how to properly harness a passenger, and their training records are disclosed to the municipality. • In compliance with the AODA, the Town maintains an Accessible Transit Service Handbook and a Support Person Program that provides free transit for an accompanying support person assisting a rider with a disability. To date, all valid applications to the Support Person Program

Legislative Requirements Transportation	Actions
	<p>have been approved.</p> <ul style="list-style-type: none"> • Monitor changes to legislation and modify materials as required
<ul style="list-style-type: none"> • Consultation and Feedback 	<ul style="list-style-type: none"> • Continue holding public meetings, involving persons with disabilities, to review the transit accessibility plan and provide feedback in accordance with Section 41 (2) O.Reg. 191/11 of the Act. Meetings are advertised on the BWG website and local news publications • Continue to integrate accessibility into the planning, design, and modification of all bus stops and shelters, with ongoing consultation from the AAC and the public. • An accessible feedback form specific to the transit system has been created to monitor feedback and prioritize corrective actions. Accessible Transit Feedback Form
<ul style="list-style-type: none"> • Conventional Transportation Service 	<ul style="list-style-type: none"> • Continue to meet the requirements of the regulation including: <ul style="list-style-type: none"> ○ Announcements (audible and visual) ○ Ramps ○ Mobility-aid spaces ○ Priority seating ○ Grab bars ○ Stop request and emergency response controls ○ Lighting ○ Steps, etc.
<ul style="list-style-type: none"> • Emergency Response Plans & Procedures 	<ul style="list-style-type: none"> • Emergency Preparedness and Response Procedure is in place which includes emergency procedures for vehicle breakdowns or stops, accidents or injuries, medical emergencies and natural disasters.
<ul style="list-style-type: none"> • Specialized Transportation Service 	<ul style="list-style-type: none"> • BWG is reviewing options and feasibility for specialized transit service delivery during the 2025–2030 cycle, with input from the AAC and community

Legislative Requirements Transportation	Actions
<ul style="list-style-type: none"> Taxi cabs 	<ul style="list-style-type: none"> Continue to consult with the public every three years through the Accessibility Advisory Committee (AAC) regarding the need for on-demand accessible taxicabs. The Committee uses this feedback to make recommendations to Council on service demand and availability. Continue to evaluate administration of the Accessible Taxi Grant to support the purchase and retrofitting of wheelchair-accessible taxis within the community. Continue to oversee the licensing of municipal taxicabs to ensure compliance with AODA requirements. The Town verifies that owners and operators do not charge higher fares to passengers with disabilities or for the storage and loading of assistive devices. Vehicle registration and identification information must be displayed on the back bumper and in Arial 14 font inside the vehicle; both requirements are reviewed annually during the licensing renewal process
<ul style="list-style-type: none"> Legislative review 	<ul style="list-style-type: none"> Review requirements for the Transportation Standards pending update to standards by the Province Modify materials as required

Goals 2020-2025- Transportation

- In 2025, BWG launched a Council-endorsed on-demand transit service as its primary conventional model, providing flexible, accessible transportation across the community. This service will be expanded and refined throughout the 2025–2030 Plan.
- Staff will continue to investigate different systems and service delivery designs which would enhance the accessibility of the Town’s existing community transit.
- Keep the BWG Transit Guide current and in plain language and accessible formats, updating at least once per year or after major service changes.
- Provide accessible real-time alerts (web, email/SMS, social) with clear alternatives during service disruptions.
- Prioritize accessible stop pads/shelters, lighting, and wayfinding for new or rebuilt stops; consult the AAC on annual stop upgrade plans.
- For on-demand “virtual” stops, use accessibility criteria (lighting, sidewalks, crossings) for siting; relocate flagged locations within 30 days where feasible.
- Implement winter maintenance priority for high-use accessible stops and community hubs
- Maintain the Accessible Taxi Grant and AAC review of accessible taxi demand; track

- accessible taxi trip data to inform future
- Build accessibility specifications into all vehicle/technology procurements (booking apps, displays, AV announcements) and verify at acceptance.
- Review on-demand performance twice per year to identify equity gaps mobility device use/zone/time) and adjust service parameters to reduce them

Expected Outcomes:

- Access to a range of accessible transportation services to meet the needs of all residents and visitors
- Residents with disabilities have equitable access to reliable, flexible, and affordable transit options.
- On-demand and community transit services operate with improved accessibility, responsiveness, and efficiency.
- Information on transit routes, stops, and service changes is communicated clearly and in accessible formats.
- Accessible stop pads, shelters, lighting, and wayfinding features are maintained and expanded to improve the overall rider experience.
- Accessibility is built into all new vehicle and technology procurements, ensuring compatibility with assistive devices and communication supports.
- The Accessible Taxi Grant continues to increase the number of wheelchair-accessible vehicles available to the community.
- Data collected through on-demand and taxi programs supports evidence-based decision-making and future service planning.
- Consultation with the Accessibility Advisory Committee and the public ensures continuous improvement and responsiveness to community needs.
- Winter maintenance and service disruption procedures support safe, reliable access for all users year-round.

Design of Public Spaces (Built Environment) Standard

The Design of Public Spaces rules require accessible features whenever the Town builds or significantly renovates parks, trails, sidewalks, parking, play spaces, and service areas. The Town follows these rules and the accessibility parts of the Ontario Building Code for every new build and major upgrade. We consult with the Accessibility Advisory Committee (AAC), people with disabilities, and the public on projects like trails, parks, and on-street accessible parking. We also maintain accessible features (like ramps, tactile surfaces, lifts, and accessible parking), post service disruption notices with alternatives, and prioritize winter maintenance on accessible routes. On September 18, 2017 the Town of Bradford West Gwillimbury adopted the *Illustrated Technical Guide to the Accessibility Standard for the Design of Public Spaces* created by the *Global Alliance on Accessible Technologies and Environments* as the design standards to be followed by all municipal departments to ensure continued compliance with the legislated requirements under the AODA.

DESIGN OF PUBLIC SPACES (DOPS) / ONTARIO BUILDING CODE (OBC)

LEGISLATION AREA (DOPS)	ACTIONS
<ul style="list-style-type: none"> • Consultation 	<ul style="list-style-type: none"> • Continue to annually consult the BWG Accessibility Advisory Committee and the public and people with disabilities in the following areas: <ul style="list-style-type: none"> ○ Recreational Trails ○ Outdoor Play Spaces ○ Rest Areas on Exterior Paths of Travel ○ On-Street Parking
<ul style="list-style-type: none"> • Recreational Trails and Beach Access Routes 	<ul style="list-style-type: none"> • Consult AAC and public on new/redeveloped trails; • Continue to apply DOPS technical requirements to trails and beach access routes including boardwalks and ramps • Trail head signage will continue to incorporate the requirements of the regulation • Other medias that provide information about the trail, beyond advertising will incorporate the requirements of the regulation • Note that this does not apply to trails solely intended for cross-country skiing, mountain biking or the use of motorized snow vehicles or off-road vehicles or wilderness trails, backcountry trails and portage routes as per O. Reg. 413/12, s. 6

LEGISLATION AREA (DOPS)	ACTIONS
<ul style="list-style-type: none"> Outdoor Public Access Eating Areas 	<ul style="list-style-type: none"> Continue to ensure new/redeveloped outdoor public use eating areas have a minimum of 20% accessible eating areas in compliance with section 80.17 O. Reg. 413/12.
<ul style="list-style-type: none"> Outdoor Play Spaces 	<ul style="list-style-type: none"> The Town will continue to design newly constructed or redeveloped outdoor play spaces in accordance with the requirements of DOPS and in consultation with the AAC Ensure all new/redeveloped play spaces incorporate accessibility features for children/caregivers with various disabilities to comply with section 80.20 O. Reg. 413/12
<ul style="list-style-type: none"> Public Spaces & Buildings 	<ul style="list-style-type: none"> The Town will continue to apply all technical requirements of DOPS and 2024 OBC accessibility requirements to new builds and major redevelopments Continue to consult AAC on site plans/renovations on Town owned and operated facilities Additional to the Design of Public Spaces standard, the Ontario Building Code was amended in 2024 to add additional accessible requirements. The amended Building Code will be used by the Town when issuing building permits and conducting building inspections.
<ul style="list-style-type: none"> Exterior Paths of Travel 	<ul style="list-style-type: none"> The Town will continue to apply all technical requirements of DOPS when constructing new or redeveloping existing exterior paths of travel, including depressed curbs, curb ramps and accessible pedestrian signals, to conform to section 80.23 O. Reg. 413/12.
<ul style="list-style-type: none"> Accessible Parking 	<ul style="list-style-type: none"> Continue to regulate accessible parking under Accessible Parking By-law 2019-22 to ensure spaces are available for persons with disabilities. The by-law sets standards for stall dimensions, layout, and access aisles, and requires provision of both Type A and Type B parking spaces in accordance with s. 80.34 of O. Reg. 413/12. The Town will consult the AAC regarding the need,

LEGISLATION AREA (DOPS)	ACTIONS
	location and design of on-street accessible parking
<ul style="list-style-type: none"> Obtaining Services 	<ul style="list-style-type: none"> The Town will continue to apply all technical requirements of DOPS when constructing new or renovating existing service counters, fixed queuing guides, and waiting areas for both inside and outside to comply with sections 80.41, 80.42 and 80.43 of O. Reg. 413/12
<ul style="list-style-type: none"> Maintenance Planning 	<ul style="list-style-type: none"> Public spaces will receive regular inspections and preventative maintenance to ensure that accessible elements are in proper working order. If an accessible element (ramp, tactile surface, elevator, etc.) is damaged and is unusable a service disruption notification will be placed on the Town’s website as well as social media accounts. Emergency maintenance will take place to ensure that the accessible element is restored to working order as soon as parts/labour can be obtained. Communication regarding preventative and emergency maintenance procedures and temporary disruptions to accessible parts of the Town’s public spaces will continue to be provided through several methods including the Town’s website, email notice, and social media including Facebook and Instagram. Signage will be provided at locations where appropriate.

2025-2030 Goals

- Explore potential improvements to accessibility at road crossings through the planned transportation master planning exercise.
- Complete an asset review of traffic calming infrastructure (crossings, crosswalks, pavement markings, etc.) and develop recommendations to improve accessibility and reduce barriers or unsafe passage for young children, older adults and people with diverse disabilities.
- Installation of tactile walking surface indicators at all crossings addressed through maintenance, improvement, or through new planned projects.
- Continue to enhance compliance and accessibility in wayfinding and signage, and at newly constructed, upgraded, or redeveloped Town facilities, trails, parks, play spaces, and splash pads across the municipality.
- Through the AAC, conduct accessibility audits of Town facilities and trails, and review site plans for all new or redeveloped projects to ensure the perspectives and lived experiences of persons with disabilities are considered.

Expected Outcomes:

- Improved accessibility of municipal facilities and public spaces.
- Achieve inclusion and accessibility in community infrastructure, ensuring equal access for all users.
- Compliance with the Design of Public Spaces and related standards enables the creation of inclusive spaces that consider the needs of all community members, promoting independence, safety, and quality of life.

2025–2030 Forecast: Parks, Trails, Play Spaces, and Splash Pads

Asset/Location	Type	Scope	Planned Year
Holland Marsh Trail	Trail	Design	2026
Bond Head NE Parkette	Parkette	Redevelopment	2026
Kuzmich #1	Playscape	Renewal	2026
Lions Park	Pathway	Reconstruction	2027
Legion	Playscape	Renewal	2027
Summerlyn Parkette South	Playscape	Renewal	2027
Bond Head Trails	Trails	Construction/Improvements	2028–2029
Joe Magani #1	Playscape	Renewal	2028
Grand Central Parkette	Playscape	Renewal	2028
Bond Head South Park	Park	Development/Renewal	2029
Brookfield Park	Playscape	Renewal	2030
Allan Horner Park (Bond Head)	Park	Amenities (scope to be confirmed)	TBC (2025–2030)
Lions Park Splash Pad	Splash Pad	Lifecycle/controls upgrades (scope TBC)	TBC (2025–2030)
Kuzmich Memorial Park Splash Pad	Splash Pad	Lifecycle/controls upgrades (scope TBC)	TBC (2025–

Asset/Location	Type	Scope	Planned Year
			2030)
Henderson Park Splash Pad	Splash Pad	Lifecycle/controls upgrades (scope TBC)	TBC (2025– 2030)

Overview of 2020-2025 Accessibility Accomplishments

Between 2020 and 2025, the Town advanced numerous initiatives to identify, prevent, and remove barriers to accessibility. With the valuable support of the Accessibility Advisory Committee (AAC), we improved access to goods, services, and facilities across the community. Guided by the AODA/IASR and informed by public feedback and annual status reporting, we strengthened inclusive customer service and communications, enhanced accessible transit options, and delivered upgrades to parks, trails, sidewalks, and civic spaces. We also expanded inclusive recreation programming, improved digital accessibility for documents and the website, and embedded accessibility considerations into procurement, site plan review, and facility maintenance. The highlights below, drawn from our annual reports, showcase some key accomplishments and reflect our commitment to continuous improvement.

General Achievements and Governance

- Maintained annual Accessibility Status Reports (2021–2024) outlining progress under the Town’s 2020–2025 Multi-Year Accessibility Plan (MYAP).
- Ensured cross-departmental participation from all service areas in accessibility planning.
- Strengthened consultation with the Accessibility Advisory Committee (AAC), which provided ongoing input on site plans, facility audits, and transit planning.
- Delivered annual public consultations to collect community feedback on accessible transit, outdoor play spaces, recreational trails, and public facilities.
- Integrated accessibility into procurement, planning, and policy updates, ensuring consistent AODA and WCAG compliance.
- Developed and circulated Accessibility Leads framework across departments to coordinate compliance and reporting.
- Implemented annual training and tracking for all staff on the IASR, AODA, and Ontario Human Rights Code.
- Promoted accessibility through proclamations recognizing National AccessAbility Week and International Day of Persons with Disabilities.

Customer Service Standard

- Maintained accessible service standards for assistive devices, service animals, and support persons.
- Created a centralized public feedback process for accessibility-related inquiries and service disruption reporting.
- Expanded inclusive recreation programs and hired a full-time Inclusion Coordinator.

- Introduced Adapted Recreation Day (2023), Adapted Skate, and over 63 one-to-one inclusion supports for summer camps annually.
- Created the C.A.R.E. Club (Adapted Adult Day Program) and Sidekicks Buddy Program for peer-based inclusion.
- Developed sensory-friendly programs and spaces, including mobile sensory kits and plans for a permanent sensory room.
- Enhanced library accessibility features: ReaderPens, DAISY audio readers, CELA and large-print collections, light therapy lamps, cognitive care kits, and dyslexia-friendly cloudLibrary fonts.
- Established priority seating for persons with disabilities at Council and public meetings, with clear signage

Information and Communications Standard

- Redesigned and launched a new corporate website (2023) compliant with WCAG 2.0 AA, improving accessibility, navigation, and alternate format options.
- Continued to report and work on a compliance plan with the Ministry for Seniors and Accessibility to work toward meeting compliance requirements.
- Developed and implemented “Creating Accessible Document Guidelines” and staff training for accessible content creation.
- Updated numerous public forms and notices into accessible fillable templates (e.g., Development applications, facility bookings, road occupancy, proclamations, CIP applications).
- Added accessibility disclaimers to all municipal web platforms (CivicWeb, YouTube, Library, Leisure Centre).
- Continued document remediation for PDFs and online content and procured enhanced software to ensure compliance with WCAG 2.0 AA standard
- Promoted accessibility awareness through campaigns for Red Shirt Day, National AccessAbility Week, and other inclusion-focused observances.

Employment Standard

- Embedded AODA and inclusion clauses in all recruitment postings.
- Maintained virtual and accessible recruitment processes, including Zoom interviews with accommodations.
- Offered individual accommodation plans and emergency response plans for employees with disabilities.
- Partnered with the Canadian Centre for Diversity and Inclusion (CCDI) to advance inclusive workplace practices.
- Required all staff and volunteers to complete the Ontario Human Rights Commission’s 101 training and provided ongoing accessibility awareness.
- Integrated accessibility considerations in new policies, onboarding, and professional development.

Transportation Standard

- BWG Transit maintained a fully AODA-compliant conventional fleet, offering \$1 easyPASS fares and Support Person Passes.
- Conducted a community survey leading to the Accessible Taxicab Grant Program (2024), increasing wheelchair-accessible taxi availability.
- Engaged AAC consultation on the Transit Master Plan and 2031 Transit Strategy (2024).
- Enforced regulatory prohibitions on charging higher fares or additional fees for passengers with disabilities or mobility aids.
- Engaged AAC consultation of council-endorsed on-demand transit pilot (2025)
- Completed a Transit compliance review with the Ministry for Seniors and Accessibility and a comprehensive internal accessibility audit of the on-demand system (including vendor platforms) to ensure alignment with AODA/IASR.
- Implemented integration of AODA accessibility requirements into future fleet and technology procurements (2025–2026).

Design of Public Spaces (Built Environment)

- Completed facility accessibility audits (2023) for the Leisure Centre, Library, 61 Holland Street East, 100 Dissette Street, and 305 Barrie Street and implemented suggested improvements and enhancements including expanded parking and wayfinding.
- Incorporated accessibility standards in all site plan reviews, development agreements, and encroachment permits; consulted the AAC on all Town-owned or operated site plans.
- Upgraded parks and playgrounds with accessible features at Alan Kuzmich Park, Joe Magani Park, Lions Park, Angela Parkette, Taylor Park, Luxury Park, and Veterans Park.
- Installed pool lifts and accessible washroom handrails at the Leisure Centre (2022).
- Installed new stairlifts and evacuation chairs (2025) to support emergency preparedness and mobility.
- Improved sidewalks, tactile intersections, and municipal parking lots with accessible surfacing, wayfinding, curb ramps, and enhanced lighting/pathways.
- Enhanced accessible parking signage and enforcement under By-law 2019-22.
- Implemented winter maintenance priority for high-use accessible routes.

Municipal Election Accessibility (2022)

- Delivered the 2022 Municipal Election in full compliance of AODA requirements, including accessible polling locations, staff training, large-print materials, and accessible voting technology.
- Developed the Post-Election Accessibility Report and used results to guide the upcoming 2026 plan.

Community Awareness and Partnerships

- Hosted recurring National AccessAbility Week and Red Shirt Day campaigns.
- Supported inclusive housing awareness with Simcoe County and local partners.
- Promoted Accessible Parking awareness and education campaigns.
- Collaborated with Economic Development to integrate accessibility incentives into Community Improvement Plans (CIPs).
- Partnered with March of Dimes, Community Living Association, and Simcoe Muskoka Family Connexions to expand inclusive recreation opportunities.
- Attended community events (e.g., Carrot Fest, BWG Farmers' Market) to engage residents and promote accessibility awareness

Conclusion and Feedback

The Town makes every effort to update this Plan as legislation is created or amended but discrepancies may exist until an update can be completed. Details not contained in this Plan may be captured in the Town's Consolidate AODA Policy – CORP-01-003.

Members of the public are encouraged to make comments on the Town's Multi-Year Accessibility Plan, Annual Accessibility Status Reports, and accessibility matters in general. Please contact the Town to express your accessibility related comments.

Contact Information

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