

Town of Bradford West Gwillimbury Accessibility Status Report 2024

A status report outlining the achievements and measures taken to implement the
Town of Bradford West Gwillimbury's 2020-2025 Multi-Year Accessibility Plan

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INTRODUCTION

The Town of Bradford West Gwillimbury (BWG) is dedicated to the continuous improvement of accessibility within the community and as such, continues our pursuit of the prevention and removal of barriers for people with disabilities. The Town has made great strides during 2024 in the implementation of our 2020-2025 Multi-Year Accessibility Plan.

Background

As required under the *Integrated Accessibility Standards Regulations* (IASR) O. Reg. 191/11 of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), section 4(1) states that designated public sector organizations (municipalities) shall establish, implement, maintain and document a multi-year accessibility plan which outlines an organization's strategy to prevent and remove barriers and meet its requirements under the Regulation. Additionally, section 4(3) states that municipalities shall prepare annual status reports on the progress of measures taken to implement the multi-year accessibility plan.

The 2024 Accessibility Status Report is an update that the Town of BWG provides on the measures taken to improve accessibility and implement the requirements set out by the Province of Ontario on accessibility. The annual status report outlines the actions taken to identify, remove and prevent barriers for people with disabilities in our programs, services, facilities, and public spaces. It also details the Town's strategy for meeting the requirements of Ontario's accessibility legislation.

Ongoing Commitment

The Town of BWG's 2020-2025 Multi-Year Accessibility Plan (MYAP) was approved by Council in February 2020. The 2024 Annual Status Report allows the Town to outline and communicate the past year's achievements and ongoing commitment in achieving accessibility. Town Staff from all service teams participate in the development and implementation of accessibility planning within the Town. Primary focus is placed on the five standards legislated by AODA: information and communication, employment, transportation, design of public spaces and customer service.

The Town of Bradford West Gwillimbury is dedicated to achieving a barrier-free community and is proud of the accomplishments achieved thus far.

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. The BWG AAC continues to champion, promote, and facilitate a barrier-free BWG and provides valuable advice and feedback to Council and staff. In addition, the AAC participates in various accessibility related activities within the community.

Committee Membership for 2022-2026 Term:

- Councillor Peter Dykie (Chair)
- Councillor Cheraldean Duhaney
- Tracey Doncses
- Meade Helman
- Olivia Khan
- Karla Piloza
- 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 Committee, which may include presentations or discussions led by staff.

In 2024, the AAC consulted, reviewed, and made recommendations with respect to internal and external programs and initiatives such as:

- Reviewed and endorsed the Town of Bradford West Gwillimbury's 2023 Accessibility Status Report.
- Endorsed the Accessibility Facility Audit Report outlining the results and recommendations from the 2023 audits of key Town facilities.
- Reviewed and provided feedback on the BWG Transit Master Plan to support the development of inclusive and accessible public transit.
- Endorsed the Accessible Taxicab Grant Agreement, which was subsequently adopted by Council, supporting increased availability and affordability of wheelchair-accessible taxi services within the community to improve transportation options for residents with mobility challenges.

- Identified potential accessibility improvements at the Leisure Centre to enhance safe evacuation in emergency situations and formally requested that staff investigate feasible implementation measures.
- Reviewed site plan applications and provided recommendations on accessibility in the design of public spaces, including Luxury Park and Celebration Square.
- Reviewed Town infrastructure against AODA requirements and discussed with Town Staff that on-street accessible parking within the Downtown core presents challenges due to limited road and sidewalk widths.
- Reviewed an Inclusive Language Guideline to support accessibility awareness and promote respectful, person-centered communication.
- Received a presentation on accessible housing and promoted awareness of available programs, services, and inclusive living options in Simcoe County.
- Delivered ongoing public education and community awareness initiatives, including National AccessAbility Week (NAAW), Red Shirt Day, and attendance at community events such as Carrot Fest.
- Held an annual public consultation meeting, encouraging feedback from residents on transportation services, on-street parking spaces, recreational trails, outdoor play spaces, rest areas, and exterior paths of travel.

Priorities moving forward:

- Conducting an accessibility review of BWG's parks and trail systems to identify opportunities for improvement and ensure alignment with AODA standards.
- Enhancing accessibility awareness within local schools and the broader community through targeted outreach and education initiatives.
- Collaborating with BWG's Economic Development Division to support the development of a new Community Improvement Plan (CIP) Program by providing input on accessibility considerations and advocating for the inclusion of accessibility-related incentives and improvements.
- Reviewing site plan applications and providing accessibility-focused recommendations related to the design of the proposed new BWG Town Hall to ensure inclusive and barrier-free public facilities.
- Promoting public awareness of accessible parking regulations and the importance of maintaining access to designated spaces, particularly during winter months.
- Advocating for the continued availability and accessibility of on-demand public transit services to ensure all residents have equitable access to transportation across the community.

REPORT OF TOWN ACHIEVEMENTS, INITIATIVES AND ONGOING GOALS

The following items represent the recent achievements and initiatives, which have improved accessibility or removed barriers in the Town of Bradford West Gwillimbury. The list is formatted to reflect the commitment of the Multi-Year Accessibility Plan and core standards of the AODA.

Information and Communications Standards

This standard outlines the requirement for organizations to create, provide, and receive information and communications that are accessible for people with disabilities. This standard gives all people an equal chance to be active and learn within their communities.

While the Town continues to support the community by offering accessible information in alternate formats and promote accessible feedback processes within all customer service locations, some of the 2024 achievements include:

- Ensured that Town processes for receiving and responding to feedback are accessible to people with disabilities by providing or arranging for the provision of accessible formats and communication supports.
- Provided live streaming of Committee of Adjustment and Council meetings with closed captioning.
- Social media campaigns were developed and shared in accordance with accessibility guidelines to highlight Epilepsy Awareness (Purple Day), International Guide Dog Day, National AccessAbility Week, Easter Seals Red Shirt Day™, the International Day of Older Persons, the International Day of Persons with Disabilities, Mental Health Awareness Month, Multiple Sclerosis (MS) Awareness Month, and World Autism Awareness Day. These initiatives aimed to enhance community engagement, educate the public, and celebrate the contributions of individuals with diverse abilities.
- The Town continues to report and work on a compliance plan with the *Ministry for Seniors and Accessibility* to achieve website compliance in accordance with *Web Content Accessible Guidelines (WCAG)*
- The Town continues to evaluate and remediate its website and public documents to conform to the latest Web Content Accessibility Guidelines (WCAG) 2.0 Level AA standards, and the 4 principles of being perceivable, operable, understandable and robust.
- When designing publications and documents for the website and for public distribution, the Town of BWG's "Creating Accessible Document Guidelines" have been followed to ensure that font size, colour and graphics are designed with accessibility in mind and created in a way that allows them to be viewed by assistive devices.

Offer the following information and programs and services at the Bradford Public library:

- Inform the public of the availability of accessible materials and provides accessible formats and communication supports upon request.
- Library resources in various formats and languages to ensure collections are balanced, inclusive and accessible and continue to expand lending collections, accessibility tools and inclusive content.
- Traditional large print books and eBooks allow those with visual impairment to adjust text size, colour and contrast of text during reading.
- Audiobooks are available in digital format, on CD or in PlayAway formats.
- Provide DAISY players support audiobook CDs in accessible formats and Wonderbooks, a picture book, in a self-contained audio player.
- The libraries provided services for neurodiverse customers, including lending collections of sensory toys and educational aids for children, incorporating partnership-based programming to support customers with physical, mental and cognitive disabilities.

Employment Standard

The Town of Bradford West Gwillimbury is committed to creating an inclusive and accessible workplace for everyone. In 2024, the Town continued to meet and exceed the requirements of the Integrated Accessibility Standards Regulation (IASR) under the Accessibility for Ontarians with Disabilities Act (AODA), with a strong focus on recruitment, accommodation, and training.

- Job postings and interview invitations clearly state that accommodations are available, with further information on the Town's careers webpage.
- The HR Department engages directly with candidates to provide accessible formats, communication supports, and tailored accommodations throughout the hiring process.
- An inclusion clause is also incorporated into all recruitment processes, actively encouraging applications from Indigenous peoples, racialized communities, persons with disabilities, and those who identify as LGBTQ2S+.
- Employees are supported throughout their employment with individualized accommodation plans, modified work and return-to-work programs, and individualized emergency response plans where required.
- All new employees complete mandatory training on the AODA and Ontario Human Rights Code, while the Town maintains thorough training records to ensure accountability.

Through these efforts, and by continuing its partnership with the Canadian Centre for Diversity and Inclusion (CCDI), the Town is fostering a respectful, inclusive workplace and building a qualified, diverse workforce that reflects the community we serve.

Design of Public Spaces Standard

The design of public spaces standard outlines the need for newly constructed or redeveloped public spaces to be accessible for people with disabilities.

As per IASR O. Reg 191/11 s. 41 (2), the Accessibility Advisory Committee held a public consultation meeting on September 9, 2024, to seek public feedback for the building and redevelopment of public spaces. This public driven meeting was advertised on the Town's social media platforms and the local newspapers website.

Some of the 2024 achievements include:

- Leisure Centre staff investigated options to improve accessibility during elevator outages, resulting in the purchase of three evacuation chairs and a chair lift. The chair lift was installed at the Leisure Centre in a secured location, with two evacuation chairs installed at the Leisure Centre and one at the Library in 2025.
- The Bradford Public Library installed push-button door operators for both male and female washrooms in the café
- The Bradford Public Library added an emergency call button in the family washroom.
- Planned future improvements at the Library include installing push-button door operators for the washrooms near the children's area (to be completed in 2025) and on the second floor (planned for 2026).
- The Town continues to incorporate accessible features into new and redeveloped public spaces, playgrounds, parks and trail systems including Luxury Park, Celebration Square and the Bill Marks trail.
- The 2024 Urban Roads project to rehabilitate roadways, curbs and sidewalks was completed on Miller Park Avenue, Davey Boulevard, Agar Avenue.
- As part of the commitment to accessibility, way finding and connectivity, the Town has included multi-use pathways, illuminated sidewalks and wayfinding signage to its newly constructed Southwest Arterial Road (Sideroad 10 between Holland St W to Line 6 and Line 6 from East of Langford Drive to SDRD 10) project.
- The Town developed a Traffic Mitigation Strategy (TMS) to help address existing traffic concerns in BWG and support safer and more livable streets for all users. As part of the strategy recommendations are provided for improved active user networks and accessibility. The TMS recommendations will be used in 2025 to review the top three priority collector corridors and develop the 2025 Traffic Mitigation Plan (TMP). The 2025 TMP will then be brought forward for consideration during the 2026 budget deliberations.
- Crossings upgraded through Traffic Mitigation to support safer and more livable streets for all users in 2024:
 - Miller Park Drive at Sutherland Drive – All-way stop with pedestrian markings and tactile plates
 - Aishford Drive at Sutherland Drive – All-way stop; no sidewalk improvements or line markings completed
 - West Park Drive at Veterans Drive – All-way stop with pedestrian markings

- West Park Drive at Huron Lane – Pedestrian crossover (PXO) with sidewalk extension and tactile plates
- Veterans Drive at Blackwell Avenue (west leg) – Pedestrian crossover (PXO)
- Bradford District High School (ramp to parking lot) – Blue Dasher applied

The Town's Transportation Services continues to implement programs for specific roadway and parking lot improvements such as maintenance, minor reconstruction and surface treatment to ensure the quality, longevity and safety of our roadways . 2024 Projects include:

- Line 2 – From Mandalane Drive to County Road 27
- Line 4 – From Sideroad 5 to west Town limit
- Danube Seniors Centre – Parking lot resurfacing
- Kilkenny Drive – Road resurfacing
-

The Clerks Division, in support of the Accessibility Advisory Committee, continues to review site plans for the Community Planning Division. Town Staff continue to provide updates to the AAC as required. The Clerks Division endeavours to ensure that all site plans comply with the Design of Public Spaces Standards, the Town of BWG's Accessible Parking By-law 2019, IASR O. Reg 191/11, and The Global Alliance on Accessible Technologies and Environments (GAATES).

The Town continues to commit to:

- Conducting sidewalk inspections for safety issues pertaining to the *Municipal Maintenance Standards* (MMS).
- Providing a high level of snow removal service; whereas, arterial, collectors and local roads are sanded and plowed within 6 to 24 hours. Sidewalks around community zones are provided a higher priority to facilitate ease of maneuvering with walking problems, wheeled mobility aids, and to ensure ease of access to streets.

Transportation Standard

The Transportation Standard of the IASR sets out the requirements to prevent and remove barriers to make public transportation and related services more accessible and to make it easier for everyone to travel in Ontario. Particularly, features and equipment on vehicles, routes, and services offered must be accessible to people with disabilities.

The Town of Bradford West Gwillimbury is committed to preventing and removing barriers to make public transportation and related services more accessible, in accordance with the Transportation Standard of the Integrated Accessibility Standards Regulation (IASR).

In 2024, the Town made significant progress in implementing its strategic plan to improve transit services and accessibility. This work was a key measure taken toward the goals outlined in our Multi-Year Accessibility Plan.

- A major focus of 2024 was the development of the 2031 Transit Plan, which will guide the growth of BWG Transit's fleet, facilities, and services. The plan's development included extensive public consultation and was officially endorsed by Council on September 3, 2024.
- The 2031 Transit Plan introduced an on-demand service as a new delivery model. This initiative is a direct result of the Town's strategic planning and the pilot program for this service is scheduled to begin in early 2025.
- In accordance with IASR O. Reg 191/11 s. 41(2), the Town ensured that the development of its transit plan was done in consultation with the public and the Accessibility Advisory Committee (AAC).
- The AAC held a public consultation meeting on September 9, 2024, to seek public feedback on the 2031 Transit Plan and other related services. This meeting was advertised on the Town's social media platforms and in local newspapers.
- The AAC provided valuable input on the plan, helping to ensure its recommendations reflected the needs of people with disabilities in the community.
- In addition to strategic planning, the Town maintained its commitment to providing day-to-day accessible services.
- BWG Transit continued to operate a conventional bus fleet with AODA-compliant features, ensuring all riders have safe and equitable access to services.
- The Town continued to offer a reduced easyPASS fare of just \$1.00 per ride.
- The Support Person Pass continued to be offered, allowing a support person to ride for free when accompanying a person with a disability.
- In 2024, the Town of Bradford West Gwillimbury introduced a one-time Accessible Taxi Cab Grant to enhance accessible transportation options for residents. This initiative aims to support licensed taxicab companies in acquiring or retrofitting vehicles to be wheelchair accessible. The grant also included marketing agreement for online advertising to promote these services.
- The Town mandates that owners and operators of licensed taxicabs are prohibited from charging a higher fare or an additional fee for persons with disabilities, charging a fee for the storage of mobility aids or mobility assistive devices and refusing service.

Customer Service Standard

The customer service standard under the AODA outlines requirements for service providers to make their goods, services, and facilities accessible for customers and patrons with disabilities. The Town of Bradford West Gwillimbury is dedicated to upholding this standard, ensuring that all residents can access our services with dignity and independence.

In 2024, our achievements in accessible customer service and community programming included:

- Ensured that people with disabilities receive goods and services of the same quality and within the same timeline as others, benefiting equally from all customer service initiatives.
- Introduced designated reserved seating areas at Council and Public Information meetings to ensure accessible spaces are available for residents with disabilities.
- Introduced a new Public Complaints Policy, giving residents clear and accessible ways to submit feedback or report concerns about municipal services, with all submissions addressed efficiently.
- Provided an AODA Feedback and Customer Service Complaint Form in multiple formats to accommodate various needs; residents can access it online or request it in an alternative format.
- Offered multiple channels for submitting feedback, including mail, email, telephone, in person, and through the myBWG App, ensuring all residents have accessible options to provide input.
- Town staff took extra steps to ensure patrons were informed of temporary service disruptions, providing personal contact to patrons with accessibility needs, alongside website and social media updates and facility signage.
- The Recreation and Cultural Services Department continues to create and promote inclusive recreational opportunities within four main areas; fitness, recreation, aquatics, special events and in a supportive manner within the Administration/Customer Service desk at the Leisure Centre.

RECREATION

- This work area includes an Inclusion Coordinator position that designs, delivers and supervises staff in the Inclusion Support area of the summer camp program with 7 Inclusion Support Facilitators. This program served 63 families throughout this summer during the 9-week program. Additional support positions are being sought for in the 2026 budget year to meet the growing demand for this resource. Additional training and support were received from the Closing the Gap organization that specifically assisted with enhanced communication training, lifts and transfers, assistive devices and behaviour management. Additionally, Speech Therapists from the Augmentative Communication Consultation Services and Children's Treatment Network of Simcoe and York visited camp to assist the Facilitators with learning

about campers' communication devices and the use of augmentative alternative communication apps.

- The Inclusion Coordinator also oversees the “sidekick” program during the school year (September to June) to recruit and train volunteers to provide a similar service for families seeking to participate in other recreational programs with one on one support. In 2024, 9 new volunteers were trained, and expansion of this program is a goal of 2025 and 2026.
- THE C.A.R.E. CLUB: ADAPTED DAY PROGRAM was launched in 2024 as a drop-in program for participants aged 16+, offering social, recreational, and therapeutic activities in a safe environment. This program included other activities as well including; Zumba, and gymnasium programs, such as basketball, floor hockey, badminton and hula hooping.
- ADULT ADAPTED RECREATION DAY was hosted at the BWG Leisure Centre. There were 11 participants who attended this program. During this program, participants took part in painting on canvas and colouring on adult colouring sheets. They enjoyed Zumba and actively participated in the gymnasium during the adapted gym time. There were also a few participants who took to the ice during adapted skate, using the adapted sledges.
- ADAPTED SKATE AND GYM - On Wednesday afternoons there is an adapted skate at 1:15 pm and an adapted gym time at 1:00 pm. These programs are designed to be sensory aware and are for individuals with exceptionalities to come out and try different recreational activities. These drop-in programs have regular drop-in fees. Support people are welcome at no additional cost.
- SENSORY ROOMS/EQUIPMENT – during the last two summers at the BWG Leisure Centre the staff were able to utilize one of the hockey change rooms in the Green Rink to use as a sensory room for the inclusion camper's week to week. Before camp started, staff set up this space with tents and tunnels, foam and mats for flooring, provided different fidget toys, different light machines and a dark space with some of the lights removed. This space is used by campers when they need a break from camp, it is used as a reward for when they have positive behaviour, and it is used as a central inclusion location for inclusion campers as needed. Each camper every week has access to an inclusion backpack that their inclusion support facilitator takes with them every day. This backpack has fidget toys on the go in the case that campers require a sensory break in camp. They can also hold books, Picture Exchange Systems, schedules, and other inclusion supplies. These backpacks also hold communication books that campers and Inclusion support facilitators fill out together every day and share with parents so that they know exactly what the day looked like for their child.
- SPECIAL EVENTS - This spring staff were asked to partner with an elementary school in Bradford and Special Olympics Ontario to host a community sporting event for children with exceptionalities from public elementary schools in Bradford and Innisfil. The Town was able to work with all associated groups and book the gymnasium, multi-purpose spaces, and activity space to successfully have this event take place. The inclusion staff worked on background aspects of the program making sure everyone in the building was aware of the program, requesting room set up for specific spaces, setting arrival times for the different groups who were

scheduled to attend and where they should be headed when they arrive. On the day of the event, inclusion staff were present to point people in the right direction, assist with set up in the lobby, give direction to people who were new to the building, and be a point of contact for the individuals running the event. The Mayor was on hand to greet the participants and bring welcoming remarks from the Town.

FITNESS

- **SOUTHLAKE CARDIAC REHABILITATION AND PREVENTION PROGRAM:** A cardiovascular prevention and rehabilitation program helps individuals recover from heart conditions and reduce the risk of future heart problems through a combination of exercise, education, and lifestyle changes. These programs are designed for people who have experienced heart attacks, heart surgery, or other heart conditions, as well as those at high risk due to factors like family history or existing conditions like high blood pressure.
- **CHAIR YOGA:** A gentle practice in which postures are performed while seated and standing with the aid of a chair. The class will target those with mobility issues, ageing population, beginners and those who want to focus on a gentle practice.
- **GENTLE FIT (replaced Fit for Breath) – at home exercise module available online:** This gentle, non-impact fitness class will boost your energy and confidence and prepare you for good health. This class combines strength training using light weights and resistance bands as well as stability balls, gliders and Bosu balls to challenge your balance and coordination.
- **WATER THERAPY:** Designed for those who are experiencing joint pain, stability or balance challenges and/or require continuation on post-rehabilitation
- **ACCESSIBLE FITNESS EQUIPMENT:** Ski Erg (wider floor stand for wheelchair accessibility), Marpo Rope (removable seat for wheelchair accessibility), Sci Fit Recumbent Stepper (adjust forward/back/up/down motion, reclines up to 23 degrees and 360 degrees swivel motion for easier positioning getting up and down. Wheelchair Accessible with 18" wide seat and grab bars for safer transfers)

AQUATICS

- **PRESCHOOL SWIM ADAPTED:** These lessons meet the swimming requirements of individuals with identified special needs in the preschool swimming program. Designed for ages 3-6 years, Instructors will create individualized lesson plans to ensure participants learn to swim safely in the best possible learning environment.
- **SWIMMER SWIM ADAPTED:** These lessons meet the swimming requirements of individuals with *identified special needs in the swimmer program. Special needs can include: communication delays and disorders, physical disabilities, neurodevelopmental disabilities, acquired brain injuries, chronic and/or long-term medical conditions or specific diagnoses, such as Cerebral Palsy, Down syndrome, Spina Bifida, Autism Spectrum Disorder etc. This program is designed for ages 5+ years, Instructors will create individualized lesson plans to ensure participants learn to swim safely in the best possible learning environment.

LEISURE EVENTS

- BWG's Events team organizes annual community events with accessibility considered at every stage. This includes selecting accessible venues, providing accessible washrooms for mobility aid users, ensuring clear signage, and planning layouts that minimize barriers. Staff also incorporate feedback from past events to continuously improve accessibility and inclusion.

ADMINISTRATION/CUSTOMER SERVICE

Assistance with helping families seek funding to support recreational interests – both municipal and community programs.

- Staff work with organizations such as Youth Reach, Jumpstart, We are the Villagers, Simcoe Muskoka Family Connexions, and Sensory Deaf Blind Association. This helps families in our community give their children the same opportunities as every other child with the means to do so. Participation in extracurricular activities helps children with socialization and self-esteem. Some of these children have been able to participate and progress through BWG activities such as the Aquatic Leadership programs which have led to employment within the facility.
- These organizations will fund Children up to the age of 18 for registered programs, camps, fitness memberships and organized sports who meet the criteria. Generally, they use the LICO chart for qualification. Some qualify with other qualifications on a case-by-case basis with the organization. Once they have been approved, we can enroll them and the organization will pay the fee directly to the Town of BWG.

The Town welcomes public feedback on the accessibility of our facilities, goods, and services.

PRIORITIES FOR 2025/2026

Moving forward into 2025 and 2026, the Town of Bradford West Gwillimbury will build on its achievements by continuing to implement and review its multi-year accessibility plan. A key priority will be to ensure ongoing compliance with the AODA and its regulations across all Town projects and community initiatives.

The Town is committed to the continuous improvement of its resources and training materials, ensuring all materials meet accessible formatting standards for staff, volunteers, contractors, and the public. We will also prioritize creating greater awareness about accessibility and inclusion through initiatives such as workshops, public campaigns, and by celebrating events like National AccessAbility Week.

The Recreation department will continue to create, expand, and promote inclusive recreational programming and the development of sensory spaces, making community activities more accessible for everyone.

Recognizing the vital role of transportation in connecting people to services and community life, the Town will continue its focus on accessible transit, including

specialized services, to ensure all residents, regardless of their mobility needs, can travel with ease and independence.

The Accessibility Advisory Committee (AAC), alongside Council, staff, and volunteers, will continue to champion advocacy, awareness, and education on accessibility and inclusive design. This includes promoting public understanding of accessibility issues, supporting staff training on AODA requirements and inclusive practices, and encouraging community engagement in accessibility initiatives. The AAC will maintain a strong focus on identifying and removing barriers throughout the Town of Bradford West Gwillimbury, ensuring that municipal services, facilities, and public spaces are welcoming and inclusive for all residents.

CONCLUSION AND FEEDBACK

The Town makes every effort to update the Multi-Year Accessibility 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 Consolidated AODA Policy – CORP-01-003.

Members of the public are encouraged to make comments on the Town's Multi-Year Accessibility Plan, Annual Accessibility Plan Update, and accessibility matters in general. Please contact the Town to express your accessibility-related comments. To request a copy of the Multi-Year Accessibility Plan or Annual Status Report in another format, please contact us:

CONTACT INFORMATION:

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Attention: Accessibility Coordinator and Accessibility Advisory Committee c/o Clerks Department.