



Staff Report CCS2026-02

Committee 2026-04-08

Council 2026-04-20

Amendments

Submitted To: Committee of the Whole | Council
Submitted By: Amanda Pegg, Executive Director, CCS
Prepared By: Julia Joseph, Accessibility Coordinator
Subject: 2026-2030 Multi-Year Accessibility Plan – Operational Update and Consultation Findings

Recommendation

THAT Staff Report CCS2026-02, 2026-2030 Multi-Year Accessibility Plan – Operational Update and Consultation Findings, be received.

Amendments

None.

1. Executive Summary

The Town of Collingwood continues to make meaningful progress towards improving accessibility and inclusion across the organization and in public spaces. This report provides an important update on the development of the 2026–2030 Multi-Year Accessibility Plan (MYAP) that will be presented to Council in due course for consideration of endorsement. Key findings are the result of extensive community engagement and consultations involving residents, visitors, youth, people with lived experience of disability, members of Council, and staff. Work completed to date fulfills requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and builds on important initiatives advanced with Council's direction and ongoing support. Findings reaffirm that the Town has a strong foundation for accessibility, with modernized digital systems, accessible customer service features, inclusive recreation programming, dedicated staff support, and strengthened governance structures. These

successes reflect Council and staffs ongoing commitment to ensuring that programs and services are accessible, equitable, and welcoming to persons with all abilities.

2. Analysis

Background

Preparing the 2026–2030 MYAP involves reviewing existing policies, identifying barriers, and conducting broad community engagement. Council’s commitment to improving accessibility has enabled significant advancements in recent years, including website modernization aligned with Web Content Accessibility Guidelines (WCAG) standards, strengthened digital document accessibility, improvements to accessible transit services, inclusive recreation programming, and enhanced customer service delivery through Service Collingwood. To further support this work, the Town engaged BDO Canada LLP through a formal procurement process to conduct a comprehensive review and lead community consultations with, youth, interested community members, and individuals with lived experience of disability as well as employees. The resulting data offers clear insights into both organizational strengths and opportunities to further embed accessibility into municipal programs and services.

Consultation Findings

Consultation activities confirmed that the Town has a strong culture of accessibility supported by Council, staff, and community partners. Participants consistently reported that accessibility is seen as a shared value. Strengths identified included the introduction of a dedicated Accessibility Coordinator role, the Town’s improved digital and web accessibility practices, investment in accessible transit infrastructure, the inclusive approach of library and recreation services, and the active involvement of the Accessibility Advisory Committee. Employees also highlighted the Town’s willingness to respond to accessibility needs and deliver service with compassion and flexibility.

Consultation participants also identified opportunities to continue strengthening accessibility. Many noted that accessibility considerations could be embedded earlier in project planning and decision-making processes. Others raised the need for enhanced training, particularly related to non-apparent disabilities and complex service

interactions. Built environment challenges remain a concern in older facilities and public spaces, as do winter maintenance impacts on sidewalks, transit stops, curb cuts, and accessible parking areas. Transportation, particularly specialized transit capacity and reliability was among the most frequently cited areas for improvement. Feedback further emphasized the importance of stronger communication supports, consistent customer service practices, and greater visibility of ongoing accessibility initiatives across departments.

Youth perspectives provided additional insight, highlighting the need for more inclusive programming, better accessibility in public spaces, and enhanced opportunities for young people with disabilities to participate in planning and decision-making processes. Many youths identified the Collingwood Public Library as a positive example of an accessible and welcoming community space.

Key Themes Across Focus Areas

Across all areas of review, Governance and Culture, Customer Service, Employment, Information and Communication, Library Services, Design of Public Spaces, and Transportation, the findings demonstrate that the Town has laid important groundwork for improved accessibility. The next phase of work provides an opportunity to formalize processes, strengthen accountability mechanisms, and continue building on the progress supported by Council throughout this term. Key opportunities include enhancing accessibility governance, improving barrier tracking, embedding accessibility requirements into procurement and planning processes, strengthening training, and continuing to modernize public spaces and transit services.

Financial Impacts

There are no immediate financial impacts associated with receiving this report. Work to develop the MYAP is being completed within existing Council approved budget. Any future initiatives stemming from the finalized MYAP will be brought forward through the appropriate budget processes.

- ☒ Rights of Indigenous Peoples ([UNDRIP](#)): Consultation and engagement with equity deserving groups including the Unity Collective

Next steps and future action required following endorsement:

Completion of draft MYAP and internal review.

6. Approval

Prepared By:

Julia Joseph, Accessibility Coordinator

Reviewed By:

Amanda Pegg, Executive Director, CCS

CAO Comments:

- ☒ Endorsed by CAO Skinner on April 2, 2026 to proceed to COW.