

2025 Accessibility Status Report



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

Table of Contents

2025 Accessibility Status Report	3
Legislative Background and Compliance with Actions	4
Ongoing Commitment.....	4
General	5
Message from the Accessibility Advisory Committee.....	9
Customer Service Standard	12
Information and Communications Standard.....	13
Employment Standard	14
Built Environment Standard (Design of Public Spaces).....	14
Transportation Standard.....	21

To request a copy of the Accessibility Status Report in another format, please contact us at removingbarriers@innisfil.ca, 705-436-3710, or 2101 Innisfil Beach Road in Innisfil.

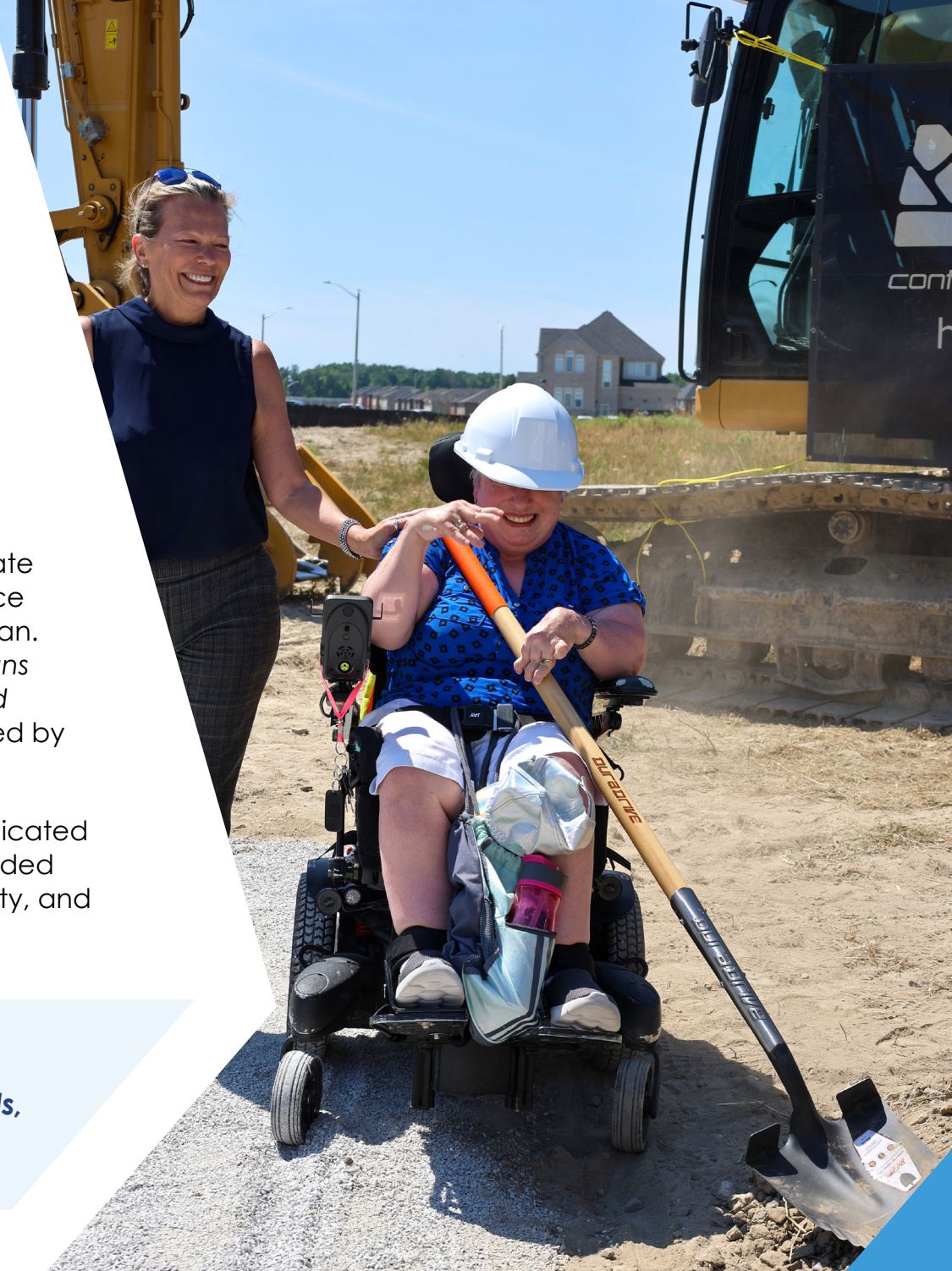
2025 Accessibility Status Report

Creating inclusive communities that enable full participation for everyone is crucial for individuals, businesses, and community vitality. The Town is steadfast in its commitment to fostering a barrier-free and accessible workplace and community focused environment, ensuring residents, businesses, organizations and visitors to our community can engage meaningfully across physical, social, cultural, and digital platforms.

The 2025 Accessibility Status Report provides an update on the Town's initiatives over the past year to enhance accessibility, guided by our Multi-Year Accessibility Plan. These efforts comply with the *Accessibility for Ontarians with Disabilities Act (AODA)*, 2005, and the *Integrated Accessibility Standards Regulation (IASR)* as mandated by the Province of Ontario.

We are proud of the progress made and remain dedicated to removing barriers and enhancing accessibility, guided by the principles of integration, independence, dignity, and equal opportunity.

Creating inclusive communities that enable full participation for everyone is crucial for individuals, businesses, and community vitality.



Legislative Background and Compliance with Actions

The *Accessibility for Ontarians with Disabilities Act (AODA)* was enacted in 2005, followed by the *Integrated Accessibility Standards Regulations (IASR)* in 2011. The IASR outlines minimum accessibility requirements for customer service, information and communication, employment, transportation, and the built environment. Innisfil aims to exceed these standards whenever possible.

Below are key accomplishments and initiatives that enhance accessibility and remove barriers in the Town of Innisfil. This aligns with the targets of the Multi-Year Accessibility Plan and adheres to the core standards set by AODA and IASR.

Ongoing Commitment

Staff across all Town service teams play an active role in advancing accessibility in both day-to-day operations and longer-term planning. This includes identifying barriers, incorporating accessibility requirements into projects and programs, and implementing initiatives set out in the Town's accessibility planning and compliance work. Accessibility considerations are embedded into how services are designed, procured, delivered, and communicated, so that residents, employees, and visitors can access Town spaces, information, and supports with dignity and independence.

This work is guided by the Town's ongoing commitment to creating an inclusive and welcoming community where accessibility is treated as a shared responsibility—not a standalone initiative. This work is further guided by the engagement and advice of the Innisfil Accessibility Advisory Committee. By collaborating and applying accessibility best practices, the Town continues to strengthen equitable access to services, facilities, and opportunities for everyone in Innisfil. To support our commitment:

- The [Town of Innisfil Multi-Year Accessibility Plan](#) spanning from 2023 to 2027 serves as a living document detailing strategies and initiatives to identify, eliminate, and prevent barriers for individuals with disabilities across our programs, services, facilities, and public spaces. It also guides staff in proactive planning aligned with the Town's Strategic Plan pillars (grow, sustain, connect, and serve), while adhering to legislative requirements.

- The Town, through Mayor Dollin, proclaimed May 25 to May 31, 2025 as National AccessAbility Week. The proclamation extended recognition to all persons with disabilities and offer our support and appreciation to the Innisfil Accessibility Advisory Committee in opening the door to opportunities by making our Town an inclusive community. It further encouraged everyone to support equality of access, opportunity, and outcomes for persons with disabilities.
- The Town, through Mayor Dollin, proclaimed December 3, 2025 as the International Day of Persons with Disabilities. The proclamation recognized and celebrated the equal rights and dignity of disabled people everywhere and reaffirmed the Town's commitment to building a world where people with disabilities are afforded the opportunities, independence, and respect they deserve. It also acknowledged the many achievements of persons with disabilities and reiterated the Town's continued commitment to creating and maintaining an accessible and inclusive community, while reaffirming the Town's commitment to identify, prevent and remove barriers to equitable access and inclusion for persons with disabilities who live, work, and visit the Town of Innisfil.
- The Town enhances community awareness and understanding of accessibility through social media posts, promotional and educational materials, and media releases.

General

Community Accessibility Partnerships

People & Talent employees participate in the Ontario Network of Accessibility Professionals (ONAP), a provincial community of practice for those who work on accessibility and disability inclusion in Ontario. ONAP actively works to remove barriers towards a fully accessible Ontario, holding meetings and conferences to exchange information, provide resources and discuss best practices.

Our Accessibility Policy

The Town's Integrated Accessibility Standards Policy ensures compliance with the *Integrated Accessibility Standards Regulation* (O. Reg. 191/11) under the *Accessibility for Ontarians with Disabilities Act, 2005*, including all applicable regulatory requirements. The policy establishes the Town's strategic direction for identifying,

removing, and preventing barriers, and supports equitable access to the Town's programs, services, and facilities for individuals with disabilities. All members of the Town's workplace community are educated on this policy and interrelated accessibility components covered within the policy.

Employment Equity Audit

The Town completed an Employment Equity Audit which provided a comprehensive review of the Town of Innisfil's internal procedures, policies, employment practices, and service delivery through an equity lens. Guided by the principles outlined in the *Employment Equity Act*, the AODA, and the *Ontario Human Rights Code*, the audit examined how systemic barriers may impact members of equity-deserving groups. The audit results will inform the actions will guide us moving forward towards a more inclusive and equitable workplace.

2025 Accessibility Compliance Report

The Town has completed the 2025 Accessibility Compliance Report. This report confirms that The Town met current accessibility requirements under the AODA.

Training

Accessibility training is a prominent part of our learning and development program, offered in various formats to accommodate employee needs.

- All new and returning employees receive training on the *Accessibility for Ontarians with Disabilities Act (AODA)*, the *Integrated Accessibility Standards Regulation (IASR)*, the Town's Integrated Accessibility Standards Policy, and the 'Introduction to Accessible Documents' module. Training records are maintained.
- Website accessibility training is provided to content contributors for the Town's website, Get Involved Innisfil platform, and CivicWeb to ensure compliance with provincial accessibility standards.
- We actively seek and implement interactive learning and educational opportunities related to accessibility.
- Our course content software adheres to web content accessibility guidelines and continually enhances accessibility features to deliver engaging online training experiences.



Recreation Programs

The Town remains committed to full inclusion across all recreation programs, welcoming residents of all ages and abilities.

- Program offerings are continually reviewed and adapted to reflect community feedback, participation trends, and best practices in inclusive recreation.
- The Mobile Seniors Active Living Centre (M-SALC) continues to travel throughout Innisfil's communities, delivering on-the-go opportunities that help older adults stay healthy, active, and socially connected. Activities are designed to be welcoming and adaptable, with a focus on fitness, social engagement, wellness education, and recreation close to home.
- Staff trainings and manuals are continually reviewed and updated to reflect best practices and strategies in supporting inclusive recreation.
- In partnership with Empower Simcoe, the Summer Adventures program was introduced in the summer of 2025. This program allows high school-aged teens to expand their social, recreational, and independent living skills while having fun and creating memories. Empower Simcoe's inclusive youth summer camp experience offers a welcoming environment, an invitation to "Be. Belong. Thrive." all summer long.

Innisfil Summer Camps

In alignment with the Town's Accessible Inclusive Recreation approach, Innisfil Summer Camps provide an accessible, integrated environment where participants with a wide range of abilities are welcome to register.

- Inclusive camp counsellors are available to support campers who benefit from additional assistance in the program setting.
- Families may also choose to have a personal support worker/external support person accompany their child when support needs exceed the scope of our inclusion counsellors.
- Staff work with families to discuss goals, strengths, and supports to help ensure a positive and successful experience for each camper.
- Staff trainings and manuals are continually reviewed and updated to reflect best practices and strategies in supporting inclusive recreation. Assistive aids and resources (Ex. PEX, iPad, sensory space, and toys) are available for staff use to support the varying needs and behaviours of participants.



Message from the Innisfil Accessibility Advisory Committee (IAAC)

Members of your IAAC are committed to applying the principles of inclusiveness and integration in reviewing projects and supporting various initiatives. We continue to work as strong advocates to improve accessibility in the Town's services, programs, and facilities. This year, we are pleased to have participated in the Ground-Breaking Ceremony for the all-inclusive Margaretta Park, located at 1110 Cole Street. This initiative has been in process for many years, and the Committee, both current and past, are very pleased to see this park come to fruition. We envision and strive to build an accessible society that allows for meaningful opportunities for everyone, regardless of ability. Your IAAC supports creating a welcoming and accessible community that allows everyone to engage and participate. Our educational program, "Breaking Down Barriers Awareness Day", provides our local elementary schools with hands-on demonstrations that support education on wheelchair use, vision, and hearing, as well as interactive demonstrations that include sensory challenges, cognitive functions, dementia, autism, and fall prevention. Members of your IAAC take pride in providing leadership and expertise on accessibility issues, making great strides in removing barriers and encouraging our business community to do the same, thereby promoting a barrier-free marketplace. We look forward to working with the community and stakeholders in the future and can be reached at removingbarriers@innisfil.ca.

Councillor Robert Saunders,
Chair, Innisfil Accessibility Advisory Committee



"We envision and strive to build an accessible society that allows for meaningful opportunities for everyone, regardless of ability."

Innisfil Accessibility Advisory Committee

The Innisfil Accessibility Advisory Committee (IAAC) is a provincially legislated committee that advises Town Council and staff on ways to identify, prevent, and remove barriers to all Town services and facilities.

In 2025, as part of their key initiatives, the IAAC championed:

- Planning and design input for the Town's first all-inclusive "Margaretta Park" which began construction in 2025 within the Sleeping Lion Development, making the IAAC's dream for the community a reality.
- Continuing in-person demonstrations at Innisfil elementary schools to host the [Breaking Down Barriers Awareness Program](#). This impactful program provides opportunities for Grade 5 Innisfil elementary school students to learn what everyday life is like for people with different abilities. Through interactive activities and demonstrations, students gain firsthand experience of the barriers that may prevent someone from fully participating in our community. The IAAC attended eleven schools (including students from two schools in the Towns of Bradford West Gwillimbury and New Tecumseth at Cookstown Central Public School) and hosted over 600 Grade 5 students.



- Attending several municipalities and the County of Simcoe to present the Breaking Down Barriers Awareness Program and share instructions and costs to promote creating their own programs.
- Engaging with partners to help improve awareness and make our Town a barrier-free community.
- Presenting the IAAC Annual Update to Council at the May 28, 2025, Council meeting.

There are three dedicated Town employees that attend IAAC meetings, including an Assistant Clerk, Capital Project Manager, and Communications and Community Engagement Coordinator. They provide ongoing support, share information, seek IAAC input, and work to ensure that initiatives are shared appropriately across the community. In addition, employees from across service area teams attend IAAC meetings as needed to provide presentations and updates on corporate projects, planning initiatives and plans, and to seek the Committee's advice, and recommendations to ensure accessibility considerations are incorporated as we collectively work towards a barrier-free community.



Customer Service Standard

Accessible Customer Service

Our Customer Service team and all Town staff remain dedicated to upholding the Customer Service Standard and are trained to tailor their communication and adapt service delivery to suit the diverse needs of our residents and customers, no matter how they access Town services. This includes using our workplace skills inventory to tap into internal capabilities, such as certified sign language interpreters, and offering a virtual commissioning service.

The service counter at Innisfil Town Hall is accessible for processing payments and assisting customers using mobility aids, as well as supporting residents exploring transportation options. The Customer Service team supports projects that explore new technologies to enhance the online customer experience through digital services and information.

Public Feedback Process

Feedback on improving the accessibility of Town facilities, goods, and services can be submitted in any format via Customer Service. All feedback is logged, acknowledged, and internally coordinated to ensure action throughout the customer journey. Customer Service acts as the main liaison until the issue is resolved. Accessibility complaints are referred to Clerk Services for review and consideration by the IAAC.



Information and Communication Standard

Accessible Information

Notifications and information are available in accessible formats, and communication supports are provided upon request. Emergency and public safety information is also made available to the public in accessible formats.

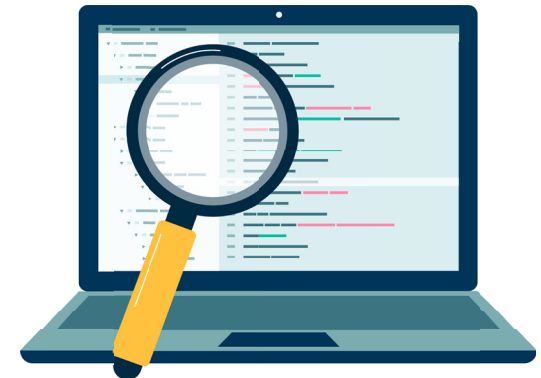
Accessible Engagement and Participation

The Town continues to review and enhance accessible engagement and participation opportunities.

- Council meetings are live streamed on the Town's YouTube channel, with recorded meetings available with closed captioning.
- Council meetings are accessible to the public through virtual participation, as may be required.
- Committee of Adjustment meetings provide a hybrid meeting option for increased inclusiveness and accessibility.
- Technology and meeting equipment (e.g., monitors, audio, and cameras) are regularly reviewed for upgrades to support high-quality virtual and hybrid meetings and livestreaming.

Accessible Website and Web Content

The Communications and Community Engagement team undertakes quarterly audits on the Town's website to ensure content meets AODA requirements. This includes ensuring readability, alternate text, and compliant graphics, etc. To support ongoing web compliance, a team member completed enhanced AODA compliance training. The team continues to advise service areas and consultants on ways to make public documents AODA compliant.



Employment Standard

Accessible Employment – Recruitment

The Town's recruitment program ensures full accessibility. Accommodations are available upon request at all recruitment stages and are advertised on job postings. The People & Talent team engages with candidates to identify and provide necessary individual accommodations and support.

Emergency Response Plans for Our Staff

Employees requiring additional support during workplace emergencies can request a personalized emergency response plan tailored to their needs and work environment. People & Talent collaborates with the employee, their Leader, and subject matter experts (as needed) to develop a plan that meets the employee's specific needs.

Ongoing Accessible Employment

Employees are informed of accessible employment options through the recruitment process and employment contracts. Individual accommodation plans are developed and revised as needed. Tailored modified work or return-to-work plans are created for employees with temporary accommodation needs. People & Talent and Leaders work together with employees to address their accessibility requirements.

Built Environment Standard (Design of Public Spaces)

Accessible Playgrounds, Trails, Parks and Waterfront

Accessible playgrounds, parks, and waterfront areas are a priority. The Town incorporates accessible features into our playgrounds, parks, and waterfronts. We continue to engage the IAAC during the replacement and development of new playgrounds and parks to ensure inclusivity.

Innisfil Beach Park continues to offer 'Sierra's Chair', a floating beach wheelchair, to residents and visitors. Beach 3 at the park also provides accessible beach mats (Mobi-Mats) in place over the sand, leading from the paved trail to the water.

Highlights from 2025 include:

Jackson Park - 751 Lockhart Road

- Installed a new playground—the first in Town with all rubber surfacing, allowing accessible entry from all sides instead of relying on curb cuts required with standard Engineered Wood Fibre (EWF) playground surfacing. There are 1,163 meters of hard-packed surface trails throughout the park, including a forest trail and includes:
 - Park bench pads that have space for wheelchair parking.
 - An outdoor fitness area with rubber surfacing and shade sails.
 - Picnic shelter that includes accessible picnic tables, some of which feature built-in game boards.

In the Spring of 2026, the parking lot for the park will be completed, which will include an accessible parking space.

Cookstown Community Centre Park - 20 Church Street

- Paved the Curling Club parking lot and added an accessible parking space.
- Added a shade sail to the existing concrete stage.
- Added one tennis court and two pickleball courts.
- Added a seating area with a shade sail (accessible picnic table included in Spring 2026).





Parks currently under construction that will open or reopen in 2026 and meet or exceed AODA requirements include:

Innisfil Beach Park - 676 25th Sideroad (existing park redevelopment)

- Washroom with accessible stalls, universal restrooms, and outdoor showers.
- Toddler play area playground expansion.
- Expanded beach areas with concrete access paths.
- New and expanded trails and new pedestrian and vehicle bridges.
- New vehicle drop-off turning circle.
- Re-painting of parking lots including accessible parking stalls.



Previn Court Park - 1160 Quarry Drive (existing park redevelopment)

- New trails.
- Playground replacement.
- Parking lot improvements.
- New shade structure.
- New cricket pitch.
- Additional lighting.



Nantyr Park - 915 Kennedy Road (existing park redevelopment)

- Playground replacement.
- New trails.



Margaretta Park - 1110 Cole Street (new park)

Margaretta Park will be the Town's first wheelchair-enhanced accessible park and the IAAC's "Champion Park," with additional playground equipment and ramps specifically designed to improve playground enjoyment for wheelchair users. The park will include:

- Washroom facility.
- Picnic shelter.
- Splash pad.
- Playground.
- Parking lot.
- New trails.

Larter Street Park - 980 Larter Street (new park)

- Playground.
- Outdoor fitness equipment.
- Basketball court.
- Shade structure.

Facilities

Staff regularly maintain existing accessibility features in Town facilities and public spaces. This includes ramps and lifts for wheelchair access, handrail supports, accessible washrooms, accessible parking with signage, and visual fire alarms with flashing lights for people with hearing loss, available at select locations.

Facility accessibility enhancements include:

- Knock Community Centre accessible ramp replacement. Input from the IAAC for the design completion supported this project.
- A lift was installed at the leased DMS Innisfil office as a support for those accessing the office space.
- The Health & Wellness and Facilities teams engaged the IAAC to complete a consultation and provide recommendations to improve accessibility in the Horodynsky Community Kitchen. Staff seek opportunities to increase accessibility based upon the recommendations.



Pedestrian Crossings and Audible Pedestrian Signals (APS)

Town staff continue to collaborate with the IAAC on the replacement of crossing signals to Audible Pedestrian Signals (APS). The Innisfil Beach Road and Holly Cross Pedestrian signal installation included:

- Pedestrian crossing installed.
- Concrete sidewalk ramps installed.
- Audible signals installed with crossings.

Sidewalks

During the design of both replacement sidewalks, or new sections of sidewalk, Town staff review the site and design to ensure that the new and replacement sidewalks are constructed in compliance with the AODA.

In 2025, 112 tactile plates were installed as part of the Sidewalk Rehabilitation Program. These tactile plates are designed to be detected underfoot or by a cane to alert individuals, helping to alert people who are blind or have low vision to potential hazards. They function as textured ground surface indicators and may also provide high tonal contrast.

Location	Number
Cookstown Community Centre - at Saunders St. Southwest corner	2
Cookstown Community Centre - at Saunders St. Northwest corner	4
Yonge - at Greg Gemmel Way Northwest corner	5
Yonge - at 4th Line Northwest corner	14
Yonge - at 4th Line Southwest corner	12
Yonge - at Killarney Beach Road Northeast corner	14
Yonge - at Killarney Beach Road Southeast corner	12
4th Line - at Valleyview Dr. Northeast corner	5

25th Sideroad and Lockhart Rd - at Northeast corner	4
25th Sideroad and Lockhart Rd - at Northwest corner	4
25th Sideroad and Lockhart Rd - at Southeast corner	4
25th Sideroad and Lockhart Rd - at Southwest corner	4
25th Sideroad and Ireton Street - at Northeast corner	9
25th Sideroad and Ireton Street - at Southeast corner	11
Innisfil Beach Road at Town Square	4
Leslie Drive and Mildred Avenue	4

Town Engineering Design Standards and Specifications

- Reinforce barrier-free considerations throughout, noting that ‘all design projects throughout the Town of Innisfil must give due consideration to the Accessibility for Ontarians with Disabilities Act (AODA) and must incorporate ways to remove barriers for the public’.
- The 2025 updated Town Engineering Design Standards and Specifications details requirements for Accessible Pedestrian Signals (APS) Pushbutton.
- AODA compliance is discussed in pre-consultation meetings to ensure accessible parking is properly integrated.

Planning Approval, Building Permit Process and Site Plan Reviews

- When reviewing development and site plan applications, staff use the Site Plan Accessibility Review Checklist to assess compliance. The checklist was developed in partnership with the IAAC and is also provided to applicants to support site plan preparation.
- Building Services contributes to the Site Plan process by reviewing new developments and ensuring accessibility standards prescribed in the Ontario Building Code are incorporated into proposed site plans.
- For proposed construction, plans examiners ensure building designs incorporate the accessibility requirements prescribed in the building code.

- Building inspectors through the course of their inspections ensure the accessibility requirements in the design are incorporated in the construction of buildings.
- The online building permit application, correspondence and inspection portal (“Cloudpermit”) continues to be enhanced for accessibility and ease of access.
- Improvements to Official Plan document to support AODA requirements and beyond.

Parking Penalty Process

The Administrative Penalty System is an accessible process for appealing parking penalty matters and other penalty matters. Ticket holders can access all information and forms online, in-person, or by phone.

Accessibility Spaces Support

The By-Law team continues to patrol accessible parking spaces on Town-owned lots and on private properties where the Town has enforcement agreements (e.g., Georgian Downs, Tanger Outlets, and several plazas along Innisfil Beach Road). This proactive approach will continue, and the Town will also explore targeted enforcement campaigns to support compliance with accessible parking requirements across the community.

The team further supports the use of some built accessibility spaces through education and enforcement, such as accessible parking spaces, trails, and sidewalks. The team ensures accessible spaces are used only by valid permit holders and that sidewalks and accessible trails remain clear of vehicles and other obstructions.

Transportation Standard

Innisfil Transit

Accessibility is a key consideration in Innisfil Transit (powered by Uber). In support of this, the Town continues to:

- Partner with Barrie Taxi for accessible transit trips and GoGoGrandparent for accessible trip booking.
- Plan for accessible transit options through the Transit Master Plan which will be considered by Council in 2026.



Creating an Accessible Community

Enhancing quality of life and building an inclusive and accessible community is fundamental for individuals, businesses, and community vibrancy. Accessibility benefits everyone, including people with disabilities. The Town of Innisfil is dedicated to a community where every resident can live, work, and enjoy leisure activities and public spaces.

Your Feedback is Important to Us!

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

Email: removingbarriers@innisfil.ca

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

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

Website: innisfil.ca

Includes photography by Jim Craigmyle.