

MULTI-YEAR-ACCESSIBILITY PLAN

2020 TO 2024

This document is available in alternate formats, upon request.

Please contact us by telephone at 905-372-4301 or by email at accessibility@cobourg.ca.

Cobourg
"Ontario's Feel Good Town"

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MESSAGE FROM THE MAYOR AND TOWN COUNCIL

Our new Town of Cobourg Multi-Year Accessibility Plan (MYAP) for 2020 to 2024 outlines how we will continue to remove and prevent accessibility barriers. This new plan builds on what we have accomplished since we introduced our first Multi-Year Accessibility Plan in 2016 that laid out a roadmap to make the Town of Cobourg an accessible employer and ensure the community had access to everything they need.

We are committed to having the right policies, procedures, and governance structures in place to ensure that the Town provides Persons with Disabilities across our community with accessible public services, information, and programs.

Cobourg's population and workforce are changing and aging. As the proportion of Ontarians age 65 and older increases over the next 20 years, that number could reach one in five. This emphasizes the importance of providing inclusive, equitable, and accessible services.

While we still have a lot of work to do to make the Town of Cobourg a more inclusive, equitable, and accessible organization, I am proud of our achievements to date. We are committing to ongoing leadership and listening to create the reputation of the Town of Cobourg as an accessible and respectful employer and service provider.

Sincerely,

John Henderson

John Henderson
Mayor, Town of Cobourg

The Cobourg Accessibility Advisory Committee is a team formed of residents were most of us have had or are experiencing some type of disability. What better way to help improve our community's accessibility by people who really understand.

Cobourg's new five year Multi-Year Accessibility Plan will work hard to continue to remove barriers and improve accessibility for all persons with all types of disabilities. Our plan will continue to make upgrades to meet all Provincial requirements for full development, implementation, and enforcement by January 1, 2025.

The Cobourg Multi-Year Accessibility Plan shows the work needed to be done to address the needs of our community and visitors. Not only for seniors but for all the diverse needs. The plan will guide us to creating an inclusive and welcoming community were all can access the same facilities, programs, and services.

In a world of challenging times, to be able to assist all Persons with Disabilities is our main objective.

Accessibility = Access for all abilities.

We look forward to any input from our community, support for the Town of Cobourg, and the Government of Ontario.

Signed,
The Cobourg Accessibility Advisory Committee, known as ACT Accessibility Cobourg Team





MULTI-YEAR ACCESSIBILITY PLAN

2020 to 2024

OVERVIEW

The Corporation of the Town of Cobourg ("Town of Cobourg" or "Town" or "Cobourg") recognizes and understands the importance of accessibility for Persons with Disabilities in Ontario. The Accessibility for Ontarians with Disabilities Act, 2005 ("AODA") legislation, along with the Town's Multi-Year Accessibility Plan ("The Plan") will act as a guide and will ensure that all aspects of Cobourg become more accessible.

With the Town of Cobourg's Multi-Year Accessibility Plan 2016-2019, we provided the opportunity to demonstrate and establish an implementation framework and future priority initiatives for the Town of Cobourg and to demonstrate current achievements regarding accessibility. The Multi-Year Accessibility Plan 2020-2024 extends these commitments, refreshes them based upon feedback from Persons with Disabilities, and renews the commitment of the Town to accessibility.

Objectives identified within the plan are short, medium, and long term with many actions ongoing to ensure accessibility in the Town. Other objectives are implemented during specific years to ensure adequate resources and appropriate time measures. 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, Ontario Regulation 191/11 ("IASR").



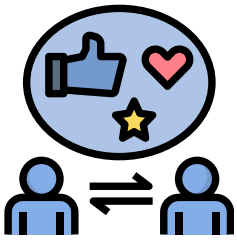
OVERVIEW (CONTINUED)

The Town of Cobourg initiates accessibility in a variety of different ways:



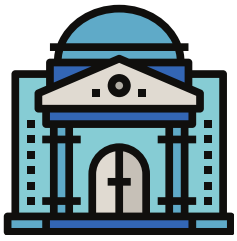
ACCESSIBILITY ADVISORY COMMITTEE

Through regular meetings once a month, the **Accessibility Advisory Committee** provides recommendations to Council and other initiatives through the Terms of Reference Mandate that is focused on addressing accessibility in a variety of aspects.



FEEDBACK AND REPORTING SYSTEM

The Town of Cobourg has a feedback and reporting system to report barriers to accessibility on the Town's website. The Town also provides the option to email accessibility@cobourg.ca about barriers. These options have been advertised to residents through multiple channels.



TOWN HALL'S COMMITMENT

Departments within the Town of Cobourg continue to examine their own services to assess, plan, and remove barriers to ensure accessibility to all Persons with Disabilities. By working with Legislative Services and the Accessibility Coordinator, we create a holistic approach to accessibility.



OVERVIEW (CONTINUED)

Most of this work and planning involves a collaboration of multiple departments working together to implement accessibility across the municipality.

The development of accessibility strategies within the Town of Cobourg involves barrier removal to ensure accessibility throughout departments and services.

Strategies and plans take into account various disabilities and involve the implementation of AODA Integrated Accessibility Standards, and the Town recognizes that removing barriers allows for better service for everyone.

The Town of Cobourg's Multi-Year Accessibility Plan will set out how the Town will continue to be an accessible organization over the next five (5) years.

The Town will continue to focus on the following six (6) areas:

1. People,
2. Policies, procedures, and best practices,
3. Communications and technology,
4. Transit and transportation,
5. Infrastructure and the built environment, and
6. Training, education, and awareness.



LEGISLATION

On June 13, 2005, the AODA received Royal Assent and is now law. The AODA requires the Government of Ontario to work with the disability community and the private and public sectors to jointly develop standards to be achieved within stages of five (5) years or less, leading to an accessible Ontario in twenty (20) years, or by 2025.

The *Accessibility for Ontarians with Disabilities Act, 2005* was enacted to serve as a framework for the establishment of accessibility in five (5) different areas:

1. **Customer Service**, to help remove barriers for People with Disabilities so they can access goods, services, or facilities,
2. **Information and Communications**, to help organizations make their information accessible to People with Disabilities,
3. **Transportation**, to make it easier for everyone to travel in the province,
4. **Employment**, to help making hiring and employee support practices more accessible, and
5. **Design of Public Spaces**, to help organizations make new and redevelopment outdoor public areas accessible.

The standards support the principles of the AODA to ensure dignity, integration, independence, and equal opportunity and each standard has specific timelines for implementation. The AODA is in place for the purpose of ensuring that People with Disabilities are not discriminated against. Implementation for both public and private sectors is to be phased in over time to achieve the objectives of a fully accessible province by 2025.

Many of the elements in this Plan will continue beyond 2025 and must be maintained to ensure accessibility in the Town of Cobourg.

BARRIER TYPES AND DEFINITIONS

The AODA outlines five (5) types of barriers that Persons with Disabilities may encounter when accessing goods and services in Ontario. These are:



ATTITUDINAL

Behaviours, perceptions, and assumptions that discriminate against Persons with Disabilities. These barriers often emerge from a lack of understanding.

ORGANIZATIONAL OR SYSTEMIC

Policies, procedures, or practices that unfairly discriminate and can prevent individuals from participating fully in a situation. They are often put into place unintentionally.





ARCHITECTURAL OR PHYSICAL

Elements of buildings or outdoor spaces that create barriers to Persons with Disabilities. These relate to design elements such as stairs or doorways, layout of rooms, or width of sidewalks.

COMMUNICATION

Occur when sensory disabilities, such as hearing, seeing, or learning disabilities, have not been considered. These barriers relate to both the sending and receiving of information.





TECHNOLOGY

A device or technological platform is not accessible to its intended audience and cannot be used with an assistive device. Technology can enhance the user experience, but it can also create unintentional barriers for some users.



ACCESSIBILITY ADVISORY COMMITTEE

The following information outlines the Town of Cobourg's Accessibility Advisory Committee.

Ontario’s accessibility laws require the Town of Cobourg to have an accessibility advisory committee to advise Council on preparing accessibility plans and achieve the actions within the plan. It is legislated that a majority of members must be People with Disabilities.



COMPOSITION

Seven (7) Members:

- One (1) Councilor, and
- Six (6) Citizens appointed by Council.

AUTHORITY

- Town of Cobourg Procedural By-law 003-2016,
- Town of Cobourg Accessibility Customer Service Policy,
- Town of Cobourg Integrate Accessibility Standards Policy,
- The *Ontarians with Disabilities Act, 2001* (ODA), and
- The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

PURPOSE

The role of the Accessibility Advisory Committee is to provide sound advice and recommendations to the Cobourg Municipal Council on matters relating to the goal of ensuring that individuals with disabilities shall be assured access to basic services generally available in the community.







MANDATE

The Accessibility Advisory Committee shall:

- Review and advise the Cobourg Municipal Council on matters relating to the accessibility of municipal buildings, facilities, programs, and services,
- Review and provide input in a timely manner on site plans, draft plans of subdivisions, and planning policies and drawings described in Section 31 of the *Planning Act* that may have an impact on accessibility,
- Raise the profile of accessibility issues in the community and promote initiatives that support a universally accessible community,
- Review current and proposed federal, provincial, or municipal policies relating to accessibility,
- Assist in the implementation and monitoring of general public awareness regarding accessibility,
- Consult and co-operate with other agencies and organizations involved in accessibility issues, and
- Keep current about Council-approved policies and Town related initiatives that may impact the community and the needs of Persons with Disabilities in Cobourg.

The Committee shall provide advice on the implementation of the ODA and the AODA, as required through regulation in the following:

- Development of accessibility plans for the municipality and the goals and objectives for the year,
- Advise Council annually, as required by the AODA, regarding the preparation, implementation, and effectiveness of the Town of Cobourg annual accessibility plan,
- Provide feedback on the accessibility plans for municipality administered, contracted, or licensed transit providers in consultation with Persons with Disabilities,
- Provide advice on the identification, removal, and prevention of barriers to Persons with Disabilities in the Town By-laws, policies, programs, and services, and
- Perform all other functions that are specified in the AODA and/or its regulations, including consultation requirements as outlined in the *Design of Public Spaces* Standards in the *Integrated Accessibility Standards*.

The Cobourg Accessibility Advisory Committee will also:

1. Annually complete a status report delivered to Council and the public in order to outline the progress of measures taken to implement the Multi-Year Accessibility Plan and the accessibility objectives for the year.
2. Additionally, an annual review of the Plan will be conducted with the Plan being updated as required to include any new identified priority action items and/or as new legislation is brought forward.

2020 TO 2024 OBJECTIVES AND ACTION ITEMS



MULTI-YEAR ACCESSIBILITY PLAN

GENERAL REQUIREMENTS



RESPONSIBILITIES

All of the following General Requirements are the responsibility of the Legislative Services department at the Town of Cobourg.

The Accessibility Coordinator is responsible for the tasks that fall under General Requirements with the assistance of appropriate departments and external stakeholders and rights holders including the Town of Cobourg's Accessibility Advisory Committee.

POLICIES AND PLANS

The Town of Cobourg has developed, implemented, and maintained a Multi-Year Accessibility Plan that outlines strategies and actions to identify, prevent, and remove barriers for People with Disabilities.

In addition, the Town of Cobourg has an Accessibility Policy that outlines how we intend to meet the requirements under the IASR. Meeting the needs of People with Disabilities is part of Cobourg's Strategic Plan, highlighted under the People Pillar as Action #5: Invest in programs, services, and infrastructure to make Cobourg more accessible.

EMERGENCY INFORMATION

The Town of Cobourg is committed to providing the public with available emergency information, plans, and/or public safety information in an accessible way, upon request. The Town of Cobourg's Emergency Management Plan is reviewed and exercised yearly. It will be updated for January 2021 and on an annual basis moving forward. An accessible version will be made available upon request.

The Town of Cobourg is committed to updating the public on preventative and emergency maintenance of the accessible elements of public spaces, including temporary disruptions when accessible elements are not in working order. This information will be delivered in multiple accessible formats as soon as practicable.

Information on accessible emergency information will be located on the Town of Cobourg's website and social media channels with updates being made as new information is received.



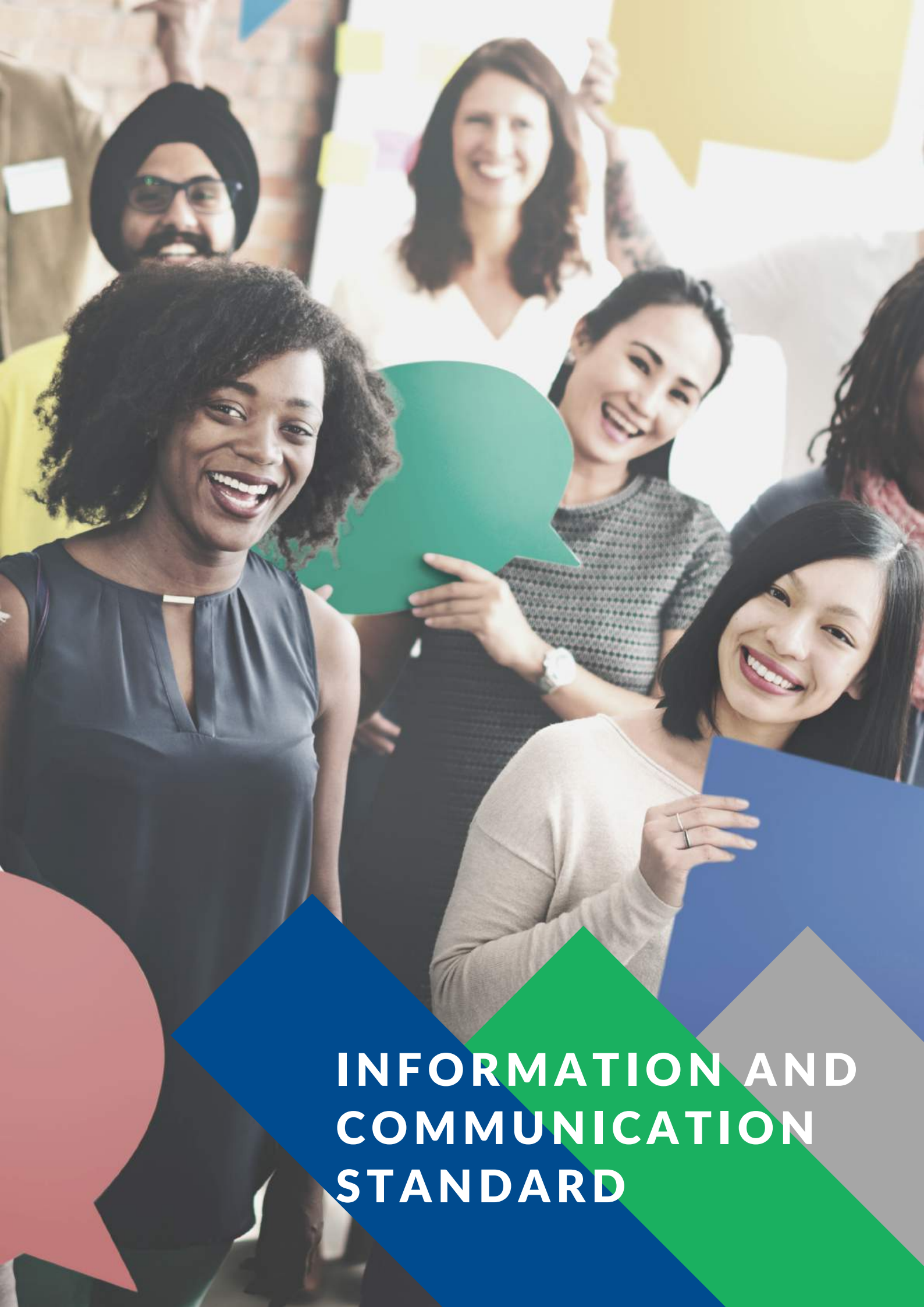
TRAINING

Accessibility and inclusion of Persons with Disabilities is a core value for the Town of Cobourg. The Town of Cobourg provides training on the AODA accessibility standards and on the Human Rights Code as it relates to Persons with Disabilities to all employees, volunteers, and third party vendors acting on behalf of the Town.

In addition, employees may require training on one or more of the standards (Information and Communications, Employment, Transportation, Built Environment, and/or Customer Service) as it relates to the duties and responsibilities of their position.

To ensure that all persons who act on behalf of the Town of Cobourg are provided with the training needed to meet current standards and legislation, we have taken the following steps:

- Provide educational or training resources in an accessible format that takes into account the accessibility needs of Persons with Disabilities.
- Ensure new employees, volunteers, and third party vendors complete training before or within ten (10) days of employment or placement.
- Ensure employees, volunteers, and third party vendors receive any additional niche or specialized accessibility training within thirty (30) days of employment or placement, as required.
- Keep and maintain a database of the training participant's names and dates of completion.



INFORMATION AND COMMUNICATION STANDARD



EXTERNAL EDUCATION AND AWARENESS

Continue to proclaim Accessibility Awareness Week on an annual basis.

- **Resources**: N/A
- **Barrier Addressed**: Attitudinal
- **Responsibility**: Accessibility Coordinator, Mayor & Town Council
- **Timeframe**: Annually
- **AODA**: N/A

Use Accessibility Awareness Week to encourage learning and education.

- **Resources**: Educational campaigns including interactive experiences.
- **Barrier Addressed**: Attitudinal and Communication
- **Responsibility**: Accessibility Coordinator, Accessibility Advisory Committee
- **Timeframe**: Annually
- **AODA**: N/A

Begin to promote International Day of Persons with Disabilities.

- **Resources**: Educational campaigns and communication tools.
- **Barrier Addressed**: Attitudinal and Communication
- **Responsibility**: Accessibility Coordinator, Accessibility Advisory Committee, Communications, Mayor & Town Council
- **Timeframe**: Annually on December 3rd
- **AODA**: N/A

Create more awareness of the ability to provide feedback on Barriers to Accessibility.

- **Resources**: Educational campaigns to increase awareness using the Town's media outlets.
- **Barrier Addressed**: Communication
- **Responsibility**: Accessibility Coordinator, Communications
- **Timeframe**: Ongoing
- **AODA**: 11(1), 11(2)



EXTERNAL EDUCATION AND AWARENESS (CONTINUED)

Raise awareness of the ability to produce key documents in accessible formats, upon request.

- **Resources**: Communication tools.
- **Barrier Addressed**: Communication
- **Responsibility**: Accessibility Coordinator, Communications
- **Timeframe**: Short Term (2020 to 2021), Ongoing
- **AODA**: 12(1), 12(3), 12(4)

Ensure existing and new information available to the public is up to date, in plain language, and in an accessible format.

- **Resources**: Communication tools.
- **Barrier Addressed**: Communication
- **Responsibility**: All Staff with the assistance of the Accessibility Coordinator
- **Timeframe**: Short Term (2020 to 2021), Ongoing
- **AODA**: 14(2)

Enhance external communication to increase awareness of programs and services.

- **Resources**: Communication tools.
- **Barrier Addressed**: Communication
- **Responsibility**: Communications
- **Timeframe**: Medium Term (2022 to 2023), Ongoing
- **AODA**: N/A

Continue to monitor and audit the website to ensure compliance.

- **Resources**: N/A
- **Barrier Addressed**: Technology and Communication
- **Responsibility**: Accessibility Coordinator, Communications
- **Timeframe**: Ongoing
- **AODA**: 14



INTERNAL EDUCATION AND AWARENESS

Provide staff with resources to assist with ending stigma around Disability, especially "invisible" disabilities.

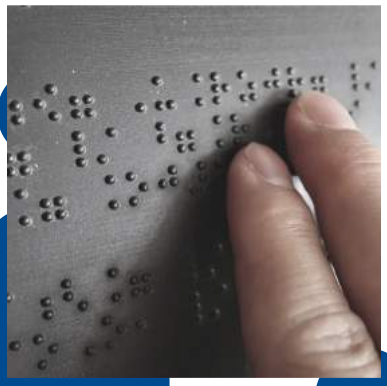
- **Resources**: Training and education, potentially created in-house or outsourced.
- **Barrier Addressed**: Attitudinal
- **Responsibility**: Accessibility Coordinator, Human Resources
- **Timeframe**: Ongoing
- **AODA**: N/A

Expand ongoing internal education and communications regarding policies, procedures, and complaint processes currently in place that focus on diversity, accessibility, and Human Rights.

- **Resources**: Communication tools.
- **Barrier Addressed**: Attitudinal
- **Responsibility**: Accessibility Coordinator, Communications, Human Resources
- **Timeframe**: Ongoing
- **AODA**: 12









REPORTING AND FEEDBACK

Review and refine the feedback process on an ongoing basis.

- **Resources**: N/A
- **Barrier Addressed**: All
- **Responsibility**: Accessibility Coordinator
- **Timeframe**: Short Term (2020 to 2021), Ongoing
- **AODA**: 11

Work with staff members on how to address reports that are accessibility related and adajcent.

- **Resources**: Training and education, potentially created in-house or outsourced.
- **Barrier Addressed**: All
- **Responsibility**: All Staff
- **Timeframe**: Ongoing
- **AODA**: N/A

Create and present a monthly or bimonthly status report to the Accessibility Advisory Committee and/or Council on feedback received.

- **Resources**: N/A
- **Barrier Addressed**: All
- **Responsibility**: Accessibility Coordinator
- **Timeframe**: Short Term (2020 to 2021), Ongoing
- **AODA**: N/A

Consider hosting a community accessibility forum to receive feedback on municipal initiatives and promote community leadership.

- **Resources**: Communication tools.
- **Barrier Addressed**: All
- **Responsibility**: Accessibility Coordinator, Appropriate Staff, as required
- **Timeframe**: Long Term (2023 to 2024)
- **AODA**: 11



SIGNAGE AND ACCESS TO INFORMATION

Review and refine the signage at public facilities to assist Persons with Disabilities.

- **Resources**: Communication tools.
- **Barrier Addressed**: Communication
- **Responsibility**: Communications
- **Timeframe**: Ongoing
- **AODA**: 12

Review and refine the signage for public areas in the downtown core area.

- **Resources**: Communication tools.
- **Barrier Addressed**: Communication
- **Responsibility**: Communications
- **Timeframe**: Medium Term (2022 to 2023)
- **AODA**: 12

Continue to communication about Accessible Parking and Washroom locations in Cobourg.

- **Resources**: Communication tools.
- **Barrier Addressed**: Communication
- **Responsibility**: Communications
- **Timeframe**: Ongoing
- **AODA**: 12





EMPLOYMENT STANDARD



RECRUITMENT AND HIRING PRACTICES

Review current Human Resources hiring policies and job postings to see if there are any matters that could unknowingly be barriers to hiring Persons with Disabilities.

- **Resources**: N/A
- **Barrier Addressed**: Organizational or Systemic
- **Responsibility**: Human Resources
- **Timeframe**: Short Term (2020 to 2021)
- **AODA**: 24, 25, 26

Determine opportunities to provide paid employment placements to Persons with Disabilities across the Town.

- **Resources**: Partnerships with local agencies.
- **Barrier Addressed**: Organizational or Systemic
- **Responsibility**: Accessibility Coordinator, Human Resources
- **Timeframe**: Medium Term (2022 to 2023)
- **AODA**: N/A

Continue to provide information on accommodation in the hiring process on all job postings.

- **Resources**: N/A
- **Barrier Addressed**: Organizational or Systemic
- **Responsibility**: Human Resources
- **Timeframe**: Ongoing
- **AODA**: 23(1)





ACCOMMODATIONS, RETENTION, AND DEVELOPMENT PRACTICES

Continue to advise staff members about the accommodation process.

- **Resources**: Intranet, Communication tools.
- **Barrier Addressed**: Organizational or Systemic
- **Responsibility**: Human Resources
- **Timeframe**: Short Term (2020 to 2021)
- **AODA**: 27, 28

Continue to advise staff members about the return to work process.

- **Resources**: Intranet, Communication tools.
- **Barrier Addressed**: Organizational or Systemic
- **Responsibility**: Human Resources
- **Timeframe**: Short Term (2020 to 2021)
- **AODA**: 29

Review current Human Resources hiring policies and job postings to see if there are any matters that could unknowingly be barriers to retaining and/or developing Persons with Disabilities.

- **Resources**: N/A
- **Barrier Addressed**: Organizational or Systemic
- **Responsibility**: Human Resources
- **Timeframe**: Short Term (2020 to 2021)
- **AODA**: 30, 31, 32

Promote and expand mentoring opportunities internally and externally.

- **Resources**: Partnerships with internal persons as well as local agencies.
- **Barrier Addressed**: Attitudinal and Organizational or Systemic
- **Responsibility**: Human Resources
- **Timeframe**: Long Term (2023 to 2024)
- **AODA**: 30, 31, 32



TRANSPORTATION STANDARD



OVERVIEW

A full strategy for the Transportation Standard for the Town of Cobourg will be created in tandem with appropriate stakeholders and rights holders, including the Accessibility Advisory Committee. This will be a Multi-Year Accessibility Plan specific to Transportation needs and will be developed in 2021.

The objectives listed in this Plan are the main priorities that the Accessibility Advisory Committee has outlined.

DEFINITIONS

1. **Conventional Transit**: public passenger transportation services on transit buses, motor coaches, or rail-based transportation that operate solely within the Province of Ontario and that are provided by a designated public sector transportation organization.
2. **Specialized Transit**: public passenger transportation services that:
    a. operate solely within the Province of Ontario,
    b. are provided by a designated public sector transportation organization, and
    c. are designed to transport persons with disabilities.



CONVENTIONAL TRANSIT

Continue to communicate about the accessibility of the conventional transit routes.

- **Resources**: Communication tools.
- **Barrier Addressed**: Transportation
- **Responsibility**: Public Works, Communications
- **Timeframe**: Short Term (2020 to 2021), Ongoing
- **AODA**: 34, 35

Continue to receive and address feedback from the public about accessibility issues on conventional transit routes.

- **Resources**: Communication tools.
- **Barrier Addressed**: Transportation and Communication
- **Responsibility**: Accessibility Coordinator, Public Works, Communications, Accessibility Advisory Committee
- **Timeframe**: Ongoing
- **AODA**: 35, 37, 41

Continue to maintain bus shelters and bus stops to meet the needs of Persons with Disabilities.

- **Resources**: N/A
- **Barrier Addressed**: Transportation and Architectural or Physical
- **Responsibility**: Accessibility Coordinator, Public Works, Accessibility Advisory Committee
- **Timeframe**: Medium Term (2022 to 2023), Ongoing
- **AODA**: 47

Continue to use multiple and accessible formats to announce and address service delays.

- **Resources**: Communication tools.
- **Barrier Addressed**: Communications
- **Responsibility**: Accessibility Coordinator, Communications, Public Works
- **Timeframe**: Ongoing
- **AODA**: 50



SPECIALIZED TRANSIT

Review and refine the Wheels policy and application on an annual basis.

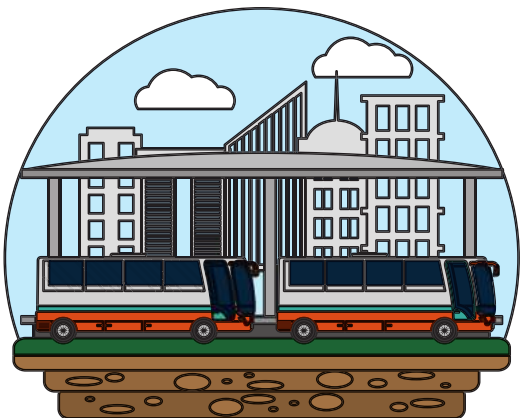
- **Resources**: N/A
- **Barrier Addressed**: Transportation
- **Responsibility**: Accessibility Coordinator, Public Works
- **Timeframe**: Short Term (2020 to 2021), Annually
- **AODA**: 63, 64

Continue to receive and address feedback from the public about accessibility issues on specialized transit routes.

- **Resources**: Communication tools.
- **Barrier Addressed**: Transportation and Communication
- **Responsibility**: Accessibility Coordinator, Public Works, Communications, Accessibility Advisory Committee
- **Timeframe**: Ongoing
- **AODA**: 35, 37, 41

Continue using additional notification methods during service disruptions.

- **Resources**: Communication tools.
- **Barrier Addressed**: Communications
- **Responsibility**: Accessibility Coordinator, Communications, Public Works
- **Timeframe**: Short Term (2020 to 2021), Ongoing
- **AODA**: 73





DESIGN OF PUBLIC SPACES STANDARD



OUTDOOR PUBLIC SPACES

Continue to receive feedback on new outdoor space development.

- **Resources**: N/A
- **Barrier Addressed**: Architectural or Physical
- **Responsibility**: All Staff, Accessibility Advisory Committee
- **Timeframe**: Ongoing
- **AODA**: 80

Consider creating new outdoor accessible spaces.

- **Resources**: N/A
- **Barrier Addressed**: Architectural or Physical
- **Responsibility**: All Staff, Accessibility Advisory Committee
- **Timeframe**: Medium Term (2022 to 2023), Ongoing
- **AODA**: 80.16, 80.17, 80.18, 80.19, 80.20







DESIGN AND DEVELOPMENT

Continue to provide appropriate staff members the Design of Public Spaces Standard training.

- **Resources**: Intranet, Communication tools.
- **Barrier Addressed**: Architectural or Physical
- **Responsibility**: Accessibility Coordinator, Public Works, Building & Planning
- **Timeframe**: Medium Term (2022 to 2023), Ongoing
- **AODA**: 80

Continue to have an accessibility clause in RFPs and RFTs.

- **Resources**: N/A
- **Barrier Addressed**: All
- **Responsibility**: All Staff, as required
- **Timeframe**: Ongoing with Annual review
- **AODA**: N/A

Consider opportunities for community partnerships and/or provincial and federal accessibility grant funding.

- **Resources**: N/A
- **Barrier Addressed**: All
- **Responsibility**: Accessibility Coordinator, All Staff
- **Timeframe**: Medium Term (2022 to 2023), Ongoing
- **AODA**: N/A

Consider the need for the Town of Cobourg to create Facility Accessibile Design Standards.

- **Resources**: N/A
- **Barrier Addressed**: Architectural or Physical
- **Responsibility**: Accessibility Coordinator, Public Works, Building & Planning, Accessibility Advisory Committee
- **Timeframe**: Medium Term (2022 to 2023), Ongoing
- **AODA**: N/A



SIDEWALKS, ROADS, BEACH ACCESS ROUTES, AND PATHWAYS

Continue to construct Accessible Pedestrian Signals as intersections are updated.

- **Resources**: N/A
- **Barrier Addressed**: Architectural or Physical
- **Responsibility**: Accessibility Coordinator, Public Works
- **Timeframe**: Ongoing
- **AODA**: 80.28

Improve accessibility in the Downtown core.

- **Resources**: Audit of downtown core, partnership with Cobourg Downtown Business Improvement Area (DBIA)
- **Barrier Addressed**: Architectural or Phyiscal
- **Responsibility**: Public Works, Legislative Services, DBIA, Accessibility Advisory Committee
- **Timeframe**: Medium Term (2022 to 2023)
- **AODA**: 80

Improve brickwork in various areas to allow for access to Persons with Disabilities within Cobourg.

- **Resources**: Audit of areas in Cobourg
- **Barrier Addressed**: Architectural or Physical
- **Responsibility**: Public Works, Legislative Services, Accessibility Advisory Committee
- **Timeframe**: Medium Term (2022 to 2023)
- **AODA**: 80

Improve the accessibility of the boardwalk and beach access.

- **Resources**: Audit of boardwalk, Marina, and beach areas.
- **Barrier Addressed**: Architectural or Physical
- **Responsibility**: Public Works, Legislative Services, Accessibility Advisory Committee
- **Timeframe**: Medium Term (2022 to 2023)
- **AODA**: 80.12

CUSTOMER SERVICE STANDARD





ACCESSIBLE CUSTOMER SERVICE

Continue to provide Accessible Customer Service Training for all staff, volunteers, and third party agencies.

- **Resources**: HR Downloads.
- **Barrier Addressed**: Attitudinal and Communication
- **Responsibility**: Accessibility Coordinator, Human Resources
- **Timeframe**: Ongoing with Annual review
- **AODA**: 7

Review and refine training on an annual basis to ensure that it meets legislative requirements.

- **Resources:** N/A
- **Barrier Addressed:** Attitudinal and Communication
- **Responsibility:** Accessibility Coordinator, Human Resources
- **Timeframe:** Ongoing with Annual review
- **AODA:** 7, 80.49

Explore possibilities for implementing video remote interpreting systems at primary Customer Service areas across the Town.

- **Resources**: LanguageLine Video Remote Interpreting Services, which provides ASL translations
- **Barrier Addressed**: Communication, Technology, and Organizational or Systemic
- **Responsibility**: Accessibility Coordinator
- **Timeframe**: Ongoing with Annual review
- **AODA**: 7

Review and refine the Accessibility policies for the Town of Cobourg.

- **Resources**: N/A
- **Barrier Addressed**: Organizational or Systemic
- **Responsibility**: Accessibility Coordinator
- **Timeframe**: Annually
- **AODA**: 3



ACCESSIBLE SPECIAL EVENTS AND PROGRAMMING

Continue to recognize businesses making strides in accessibility.

- **Resources**: N/A
- **Barrier Addressed**: Attitudinal
- **Responsibility**: Accessibility Advisory Committee
- **Timeframe**: Ongoing
- **AODA**: N/A

Participate in local events to continue to profile municiapl accessibility

- **Resources**: Communication tools.
- **Barrier Addressed**: All
- **Responsibility**: All Staff, as required, Accessibility Advisory Committee
- **Timeframe**: Short Term (2021), Ongoing
- **AODA**: N/A

Continue promoting the Planning Accessible Events Resource.

- **Resources**: N/A
- **Barrier Addressed**: All
- **Responsibility**: Communications
- **Timeframe**: Short Term (2021), Ongoing
- **AODA**: N/A





SPECIAL CONSIDERATION

2022 MUNICIPAL ELECTION

In leading up to the 2022 Municipal Election, the Town of Cobourg will revisit the Municipal Election 2018 Accessibility Plan in conjunction with the Accessibility Advisory Committee and other internal and external stakeholders and rights holders. This plan will be refined to ensure that Persons with Disabilities are able to participate in the 2022 Municipal Election.

This document is available in alternate formats, upon request.

Please contact us by telephone at 905-372-4301 or by email at accessibility@cobourg.ca.