

accessibility

multi-year accessibility plan

2026 - 2030



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Contact information

To request a copy of the report in an alternate format, please contact us at:

- Phone:** 905-640-1910
Email: accessibility@townofws.ca
Mail: Town of Whitchurch-Stouffville
ATTN: Human Resources
111 Sandiford Drive, Stouffville, Ontario L4A 0Z8
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Let Us Know What You Think

The Town welcomes input and feedback. Public input may be submitted to the Town at the contact information seen above.

Our Commitment



The Town of Stouffville is committed to a welcoming and inclusive community where residents and community members of all ages and abilities can enjoy the same opportunities as they live, work, play and invest in our town.

As affirmed by the **Town's Inclusive Statement**, the Town commits to removing barriers and providing equitable experiences to ensure full participation in our community and uphold the vision of a town that is unified and welcoming to all.

This Multi-Year Accessibility Plan highlights key areas of accomplishments and measures taken in 2025 by the Town in implementing the 2026-2030 Multi-Year Accessibility Plan. The list of actions taken is not an exhaustive list, but a sampling of actions taken to provide an accessible and inclusive community.

A Message from our Mayor and Council

The Town of Stouffville is committed to being an inclusive community where everyone can participate fully in civic life.

Accessibility is essential to building a connected, healthy, and equitable community where all people feel welcomed and supported to live, work, play, and visit.

Meaningful progress has been made through collaboration with community members, Town staff, the Accessibility Advisory Committee, and community partners. Their lived experiences and feedback continue to guide our efforts and help shape more inclusive services, spaces, and programs.

The 2026–2030 Multi-Year Accessibility Plan (MYAP) reflects this shared commitment. It is informed by input from community member and staff about how they access information and services, public spaces, programs, and employment opportunities.

While the Town is proud of the accessibility improvements made to facilities, parks, trails, digital services, customer service, and community programs, accessibility is an ongoing journey. This Plan outlines the actions the Town will take over the next five years to continue identifying, removing, and preventing barriers across all municipal operations.

Sincerely,

Iain Lovatt
Mayor, Town of Whitchurch-Stouffville

Land Acknowledgment

The Town of Stouffville acknowledges this land is the treaty territory of the Williams Nations.

It is also the traditional territory of other Anishinaabeg peoples, the Wendat, and the Haudenosaunee. We also recognize the contributions of all Indigenous peoples to this place and commit to a continued dialogue and greater respect for the land we have come to share. This recognition of the contributions and historic importance of Indigenous peoples must also be clearly and overtly connected to our collective commitment to make the promise and the challenge of Truth and Reconciliation real in our community.

Accessibility Advisory Committee (AAC)

Under the Accessibility for Ontarians with Disabilities Act (AODA), municipalities with a population of 10,000 or more are required to establish an Accessibility Advisory Committee (AAC).

The Town of Stouffville's AAC is appointed by Council and plays a key role in advancing accessibility across the community.

Accessibility Advisory Committee

A majority of AAC members are persons with disabilities. This ensures the Committee's advice is grounded in lived experience and informed by a deep understanding of the barriers faced by people with both visible and invisible disabilities.

The AAC provides advice to Council and Town staff on accessibility standards, multi year accessibility planning, annual accessibility status reports, and the review of site plans and public spaces. The Committee also assists in identifying, removing, and preventing barriers in municipal services, facilities, communications, and programs.

By sharing knowledge, expertise, and lived experience, the AAC helps strengthen inclusive decision making and contributes to the social, cultural, and economic wellbeing of people with disabilities in Stouffville.



The Committee also serves as an important link between the Town and the community, promoting awareness, advocacy, and continuous improvement in accessibility.



Members of the Accessibility Advisory Committee include:

- Amanda Dimilta
- Pam Hope
- Jacqueline Hall Fusco
- Ramy Mustafa
- Norm Bresser
- Councillor Richard Bartley, Chair

Members of the Staff Working Group include:

- Brian Slater, Manager, Facilities Development and Operations
- Cassandra Tornabene, Manager, Customer Service
- Cassandra Papas, Corporate Communications Supervisor
- Claudette Banks, Director, Human Resources
- Glenn Jackson, Corporate Communications Manager
- Hena Kabir, Manager, Development
- Jennifer Young, Human Resources Business Partner
- Jennifer Zhao, Landscape Architect Project Coordinator
- Luigi Colangelo, Manager, Transportation & Fleet
- Marcia Friginette, Manager, Library Services
- Mitsy Jones-Bailey, Senior Procurement Specialist
- Roger Da Cunha, Manager, Parks Development and Operations
- Stacey Stevens, Manager, Recreation Services
- Thu-Thuy Fok, Health and Safety Specialist

Introduction



The Town of Stouffville is a growing and diverse municipality with a strong sense of community identity, a rich cultural heritage, and commitment to thoughtful and sustainable growth

Home to more than 57,000 residents, the Town is supported by a dynamic mix of businesses, organizations, and community services. As of July 2025, Stouffville's population is estimated at 57,484, with projections reaching approximately 103,500 by 2051.

Introduction

This Multi-Year Accessibility Plan reflects an ongoing commitment to fostering a community and workplace where people feel respected, supported, and empowered to participate fully in all aspects of municipal life.

As the Town **continues to grow**, it remains dedicated to promoting inclusivity, preserving its heritage and advancing accessibility for all.

The Town recognizes that accessibility and inclusion are not one-size-fits-all; and look different for each individual.

Diversity, equity, inclusion, and accessibility are foundational values that guide how the Town plans, delivers services, and engages with the community. These principles are embedded in the Town's Strategic Plan, **Building Our Future Together**, and reflected across municipal decision making at all levels.



Our Commitment to Building an Accessible Future Together

The 2026–2030 Multi-Year Accessibility Plan (MYAP) is the result of collaboration with Town staff, the Accessibility Advisory Committee, community members, and key partners. Feedback from people who live, work, and visit the municipality helped shape priorities and actions grounded in lived experience.



Accessibility efforts align with the Town's seven service themes:

1. A Town That Grows

- We plan for growth in ways that are inclusive and accessible. As the Town grows, accessibility is considered in land use planning, development, and infrastructure to ensure new communities, buildings, and services are usable by people of all abilities.

2. A Town That Moves

- We are committed to accessible transportation and mobility. This includes safe and accessible sidewalks, trails, crossings and wayfinding that support people of all ages and abilities in moving through our community independently.

Our Commitment to Building an Accessible Future Together - continued

3. A Healthy & Greener Town

- We support health and well-being by creating **accessible parks**, open spaces, and programs that encourage physical activity, connection to nature, and environmental sustainability. Everyone should be able to enjoy and participate in a healthy, greener community.

4. An Engaging Town

- We strive to create **inclusive opportunities** for participation in Town programs, services, events, and decision-making. We provide accessible communications, programs, and engagement options so all community members can connect, contribute, and feel welcome.

5. A Safe Town

- We are committed to **safety for all**. Accessibility is integrated into emergency planning, public safety services, facilities, and communications to ensure people with disabilities can access information, services, and supports during both everyday operations and emergencies.



6. Good Governance

- We embed accessibility into governance, policies, and decision-making. This includes accountability, transparency, and meaningful engagement with the Accessibility Advisory Committee and the community to **guide inclusive planning** and service delivery.

7. Organizational Effectiveness

- We support an inclusive and **accessible workplace**. Through accessible recruitment, accommodation, training, and employee supports, we build organizational capacity to deliver equitable, responsive, and accessible services to the community.



Accomplishments from the Previous Multi-Year Accessibility Plan (2020-2025)



The Town of Stouffville has made steady progress in identifying, removing, and preventing accessibility barriers through the implementation of its 2026–2030 Multi-Year Accessibility Plan

Annual Accessibility Status Reports document barriers that existed and the actions taken to address them, helping to inform priorities for the 2026–2030 MYAP.

Accomplishments from the Previous Multi-Year Accessibility Plan

1. Information and Communication

Between 2020 and 2025, the Town focused on **strengthening accessibility** with information and communication to ensure people of all abilities could access Town information, services, and public safety resources.

Key commitments included staff education on accessible document practices, improving processes for providing alternate formats upon request, maintaining WCAG 2.0 Level AA website compliance, and **ensuring accessible communication**, public library materials, and emergency information.

Key Achievements

- Launched a **WCAG 2.0 Level AA-compliant website** with ongoing internal audits and remediation
- Implemented accessibility monitoring platforms, transitioning from Monsido to UserWay, including user-controlled accessibility tools
- Introduced accessible hybrid Council and committee **meetings with captions** and live transcription
- Completed a Form Revitalization Project, replacing external PDF forms with **accessible online forms**



2. Built Environment, Facilities, and Public Spaces

During this period, the Town focused on improving accessibility across municipal facilities, parks, and public spaces to ensure safe and inclusive access for people of all abilities. Efforts centered on barrier removal, **inclusive design**, and consultation with the Accessibility Advisory Committee and community members.

Key priorities included integrating accessibility into new construction and renovations, maintaining accessible features in public spaces, and engaging stakeholders throughout planning and design. The Town also maintained compliance with legislated **accessibility requirements** related to recreational trails, exterior paths of travel, playgrounds, outdoor public eating areas, accessible parking, and service areas, while adhering to Barrier Free Design requirements under the Ontario Building Code.

Key Achievements

- Improved accessibility in Town facilities with touch-free door sensors, upgraded elevators, **accessible washrooms**, and clearer signage
- Redesigned the Town Hall Customer Service area to better support inclusive service
- Enhanced playground accessibility with **inclusive equipment** and accessible surfacing across multiple parks
- Created an accessible skate trail and barrier-free washrooms at Memorial Park

Accomplishments from the Previous Multi-Year Accessibility Plan

3. Transportation, Planning and Public Spaces

From 2020 to 2025, the Town focused on integrating accessibility into planning, infrastructure, and public space design to support safe and **independent mobility** for people of all abilities. Efforts emphasized inclusive consultation, accessible design standards, and legislative compliance.

Key priorities included consulting with the Accessibility Advisory Committee and community members, maintaining **accessible infrastructure** identified in the Multi-Year Accessibility Plan, incorporating accessibility into renovations and new construction, and engaging stakeholders throughout infrastructure planning. Transportation related commitments also supported equitable taxi services, accessible vehicle information, and the expansion of accessible taxi options.

Key Achievements

- Established standards for clearing and sanding sidewalks within 24 hours
- Introduced the “Track the Town’s Snowplow” online tool to **support mobility planning**
- Conducted regular sidewalk inspections and repairs to **remove mobility barriers**
- Partnered with York Region to install Accessible Pedestrian Signals, tactile plates, and pedestrian crossovers



4. Customer Service and Community Programs

Between 2020 and 2025, the Town reinforced its **commitment to inclusive** and accessible customer service in alignment with the Accessible Customer Service Standard, supporting dignity, independence, and equal opportunity for people of all abilities.

Key priorities focused on maintaining accessible service delivery, providing accessible feedback processes, and clearly communicating service disruptions in **accessible formats**. Throughout this period, accessibility considerations remained integrated into everyday customer service practices for people who live, work, and visit the municipality.

Key Achievements

- Expanded inclusion focused programs and partnerships with Community Living York South, Special Olympics, and Able Network
- Introduced additional adapted and inclusive programming options
- Implemented translation services in over **240 languages**, including sign language support for diverse communication
- Continued efforts to reduce barriers to program participation

5. Employment and Workplace Accessibility

From 2020 to 2025, the Town focused on supporting an inclusive workplace by removing employment barriers, strengthening accommodation practices, and promoting employee well being.

Key commitments included reviewing human resources policies through an accessibility lens, increasing awareness of **workplace accommodations**, providing accessible workplace communication, and promoting mental health and employee well being. These efforts supported the development of a workplace culture that promotes accessibility, inclusion, and **equal opportunity for employees with disabilities**.

Key Achievements

- Strengthened accessible recruitment and accommodation policies, including individualized **emergency response plans**
- Developed accessible job posting and policy templates
- Expanded employee well being programs, **mental health supports**, and inclusive leadership training



6. Procurement

From 2020 to 2025, the Town integrated accessibility into procurement practices to ensure that purchased goods, services, and facilities support inclusive access and comply with **accessibility legislation**.

Key priorities included embedding accessibility requirements throughout procurement processes, strengthening vendor accountability through legislative compliance declarations, collaborating with other municipalities to share best practices, and developing tools, templates, and **training to support accessible procurement**. The Town also reviewed the Procurement By law through an accessibility lens and improved the accessibility of publicly available procurement documents, including accessible reporting requirements within the Request for Proposal (RFP) process.

Key Achievements

- Embedded **accessibility criteria** across procurement processes and contracts
- Introduced vendor compliance declarations aligned with AODA and Human Rights legislation
- Developed accessibility checklists, templates, and **training for staff and vendors**

The 2026-2030 Multi-Year Accessibility Plan (MYAP)



The MYAP outlines how the Town will identify, prevent, and remove barriers across municipal programs, services, facilities, and communications.

The Plan is reviewed at least every five years and supported by Annual Accessibility Status Reports that track progress and identify next steps.

Legislative Framework and Standards

The Accessibility for Ontarians with Disabilities Act (AODA) (2005) establishes the goal of a fully accessible Ontario.

The Integrated Accessibility Standards Regulation (IASR) outlines requirements in the following areas:

General Requirements

- Customer Service
- Information and Communication
- Employment
- Transportation
- Design of Public Spaces

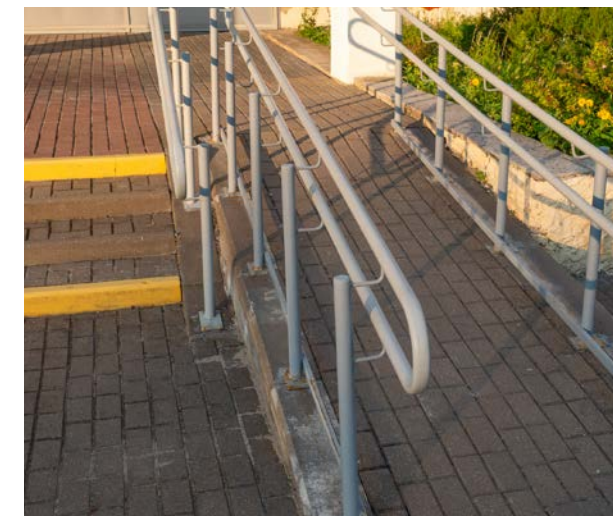
The Ontario Human Rights Code further establishes the duty to accommodate persons with disabilities to the point of undue hardship.

Visit townofws.ca/accessibility to learn more.



The 2026-2030 Multi-Year Accessibility Plan (MYAP)

This 2026–2030 MYAP meets all AODA compliance requirements. It highlights how The Town of Stouffville will continue to work toward a more accessible and barrier-free community, while also identifying opportunities to go beyond minimum.



Accessibility in Stouffville

Accessibility in Stouffville goes beyond legislative compliance. It reflects the Town's commitment to creating a community where everyone can participate fully and independently.

The Town's approach to accessibility is informed by **community feedback**, lived experience, and the guidance of the Accessibility Advisory Committee (AAC). By embedding accessibility into planning, design, service delivery, and decision-making, the **Town continues to build a more inclusive community for people to live, work, and visit the municipality, employees of all abilities.**

How This Plan Was developed

This plan was developed using input from the Accessibility Advisory Committee (AAC), internal accessibility assessments, and engagement with the public, employees, and stakeholders.

Accessibility Advisory Committee (AAC)

The AAC is a statutory volunteer committee appointed by Council. The committee reviews accessibility considerations related to planning, programs, facilities, and development applications, and provides advice to help identify and address barriers early in the planning process.

Facility and Digital Accessibility Assessments

Accessibility assessments were conducted for Town facilities and digital services, including websites, to identify physical and communication barriers. Monitoring tools and software were used to support compliance with accessibility standards, such as WCAG guidelines.

Public, Employee, and Stakeholder Engagement

Activities included surveys and consultations to gather input from residents, employees, people with disabilities, and community partners. This feedback helped the Town better understand accessibility barriers and priorities for people who live, work, and visit the municipality.



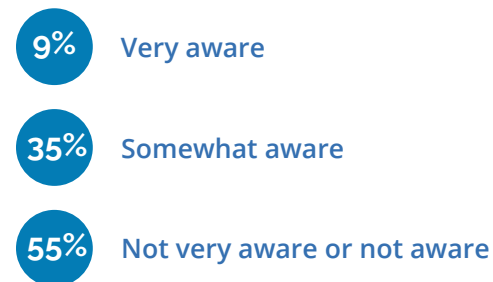
Engagement Results Overview

The engagement survey received **143 responses** from people who live, work, and visit the municipality, including employees and community members. Approximately **25% of respondents identified as having a disability**, most commonly physical or mobility, cognitive or learning, chronic illness or pain, and mental health-related disabilities. This highlights the importance of addressing both visible and invisible disabilities, as well as the needs of an aging population and caregivers.

Key Findings from the Engagement Results

Awareness of Accessibility Initiatives

Awareness of Town accessibility initiatives remains limited:



This suggests an opportunity to improve communication and visibility of accessibility efforts and available supports.

Communication and Access to Information

Over **80% of respondents** reported that Town information is easy or very easy to access. Preferred communication channels included email, the Town website, social media, and print materials. Respondents also expressed interest in virtual meetings, text message updates, and improved website navigation, reinforcing the value of multiple accessible communication options.



Accessibility Barriers

Approximately **27% of respondents** reported experiencing barriers when accessing Town programs, services, facilities, or information. The most common barriers related to the physical or built environment, followed by communication, technology, transportation, and attitudinal barriers. Common issues included sidewalk conditions, accessible parking, winter maintenance, and limited accessibility in some buildings and downtown areas.

Positive Feedback

Many respondents noted improvements in recent years, including upgraded sidewalks and curb cuts, increased accessible parking, expanded recreation programming, improved communication, and stronger accessibility considerations in new facilities. However, 41% were unsure whether improvements had occurred, suggesting that progress may not always be visible to the broader community.

Key Priority Themes from Public Feedback

1. Built Environment and Infrastructure:

Strong interest in improving the accessibility and safety of the physical environment. Priorities include enhanced sidewalk conditions, better parking accessibility, improved winter maintenance, increased downtown accessibility, expanded and connected trail networks, and improved pedestrian safety measures.

2. Inclusive Programs and Recreation:

Clear support for continued growth and expansion of adapted and inclusive recreation opportunities. Feedback emphasized the need for more accessible sports options and programs that support participation for individuals of all abilities.

3. Transportation and Mobility:

Community members highlighted the importance of increased accessible transportation options. Key interests include safer mobility infrastructure, improved connections between destinations, and enhanced accessibility at community events.

4. Communication and Engagement:

Participants identified opportunities to strengthen how accessibility information is shared. Suggestions included clearer and more centralized accessibility information, dedicated accessibility contacts, expanded feedback channels, and increased options for virtual participation in programs, services, and meetings.

Priorities and Commitments (2026-2030)



The priorities and commitments for 2026-2030 reflect the Town's ongoing efforts to remove barriers and advance accessibility across municipal services, programs, infrastructure, and communications.

Building on progress made through previous accessibility plans and informed by community feedback, these strategic priorities outline key actions that departments will undertake to strengthen accessibility, enhance inclusive service delivery, and ensure continued compliance with accessibility legislation.

Priorities and Commitments (2026-2030)

The Town remains committed to meeting the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (IASR) by embedding accessibility into policies, programs, services, and decision making processes.

The Town maintains accessibility policies and a Multi-Year Accessibility Plan, reviews them regularly, and reports on progress to **promote transparency and accountability**.

Ongoing efforts include providing accessibility training for employees and volunteers, integrating accessibility considerations into procurement practices, and engaging with the Accessibility Advisory Committee and community members to identify and address barriers.

Through these actions, the Town promotes a **culture of inclusion**, ensuring accessibility is integrated across municipal operations and supports equitable access for people who live, work, and visit the municipality of all abilities.



1. Information and Communication

Priorities and Commitments

For the 2026-2030 Multi-Year Accessibility Plan (MYAP), the Town will continue to strengthen accessible communication practices to ensure that people can access information, services, and public safety resources in ways that meet diverse accessibility needs. The focus will be on improving accessible documents, maintaining accessible digital platforms, strengthening staff awareness, and ensuring ongoing legislative compliance.

Key priorities include:

- Enhancing staff awareness and training on accessible document practices through onboarding, refresher training, and ongoing education related to the AODA Information and Communications Standards.
- Ensuring printed materials **remain accessible**
- Continue monitoring and improving website accessibility through regular audits and updates to web content and digital communication practices.
- Maintaining accessible feedback and communication processes to ensure requests for accessible formats or communication receive timely responses.
- Providing accessible materials through Town services, including **the Stouffville Library**.
- Ensuring emergency procedures, plans, and public safety information are accessible and available in alternative formats upon request.

Overall commitment:

The Town is committed to embedding accessibility into all communication channels and information systems so that people of all abilities can access information, participate in civic life, and receive important municipal communications in accessible formats.

2. Facilities, Parks, Trails, and Public Spaces

Priorities and Commitments

For the 2026–2030 MYAP, the Town will continue to enhance **accessibility across public spaces**, municipal facilities, parks, and trail networks to support safe, inclusive, and barrier free access. Efforts focus on accessible infrastructure, **inclusive recreation opportunities**, legislative compliance, and the application of universal design principles.



Key priorities include:

- Improving accessibility of **recreational trails and outdoor spaces** by expanding accessible trail networks, addressing connectivity gaps, and providing rest areas and seating.
- Enhancing accessibility in parks and playgrounds through the installation and maintenance of universally accessible play equipment and inclusive design features.
- Strengthening accessibility along exterior paths of travel, including **upgrades to sidewalks**, curb ramps, crosswalks, pedestrian signals, accessible parking, benches, and shaded rest areas.
- Maintaining consultation and engagement with the Accessibility Advisory Committee, community members, and persons with disabilities throughout planning, design, and implementation stages.

- Maintaining and **improving existing accessibility** features through renovations, retrofits, and new construction.
- Ensuring compliance with the Ontario Building Code, AODA, Design of Public Spaces Standard, and the Town's Accessibility Design Guidelines.
- Conducting accessibility audits and integrating accessibility requirements into construction and retrofit contracts.
- Promoting universal design and inclusive participation through partnerships with community organizations.
- Integrating **accessibility considerations** into municipal planning, capital budgeting, and operational decision making.

Overall commitment:

These actions support the Town's goal of creating inclusive public spaces that enable people of all abilities to safely access, navigate, and **enjoy parks, trails, facilities**, and community environments.



3. Transportation and Planning

Priorities and Commitments

For the 2026–2030 MYAP, the Town will continue embedding accessibility into transportation infrastructure, land use planning, and community design to ensure safe and independent mobility for people of all abilities.

Key priorities include:

- Maintaining **accessible pedestrian infrastructure** through annual sidewalk inspections and repairs.
- Investing in sidewalk and intersection improvements that prioritize accessibility features such as tactile walking surface indicators.
- Promoting universal design and accessibility in land use planning and development applications in alignment with the Official Plan and Planning Act.
- Consulting with the Accessibility Advisory Committee during the Site Plan Approval process and **using accessibility checklists** to guide development design.
- Ensuring compliance with AODA Design of Public Spaces requirements for exterior paths of travel.



- Supporting accessible site design through clear wayfinding signage and intuitive layouts.
- Planning for an aging population by incorporating age friendly and **mobility supportive design** in future developments.

Overall commitment:

These actions support an accessible, inclusive transportation and planning framework that promotes safe mobility, independence, and community participation.

4. Customer Service and Community Programs

Priorities and Commitments

For the 2026–2030 MYAP, the Town will continue strengthening accessible customer service practices to ensure equitable access to municipal services.



Key priorities include:

- Maintaining compliance with the Accessible Customer Service Standard.
- **Improving feedback** and response processes through clear escalation and service disruption procedures.
- Strengthening staff training, including **specialized training** for supporting individuals with hearing, vision, or cognitive disabilities.
- Enhancing signage and communication to clearly identify accessible services, service animal acceptance, and assistance points.
- Improving service disruption communications through standardized procedures and timely public notifications.
- Investing in accessibility equipment, assistive devices, and technologies.
- Expanding community partnerships and **inclusive programming**.
- Monitoring accessibility performance and using data to inform service improvements.

Overall commitment:

These efforts ensure municipal services remain inclusive, responsive, and accessible.

5. Employment and Workplace Accessibility

Priorities and Commitments

For the 2026–2030 MYAP, the Town will strengthen accessible employment practices across the full employee lifecycle.

Key priorities include:

- Integrating accessibility as a continuous improvement priority across employment practices.
- Regularly reviewing human resources policies to **remove systemic barriers**.
- Promoting employee well being through EFAP and mental health supports.
- Ensuring equitable and accessible recruitment and hiring practices.
- Providing timely, **confidential workplace accommodation** through standardized processes.
- Maintaining individualized workplace emergency response plans.
- Strengthening accessibility training for managers and staff.

Overall commitment:

The Town is committed to an inclusive, supportive workplace where employees of all abilities can contribute and succeed.



6. Procurement and Vendor Accessibility

Priorities and Commitments

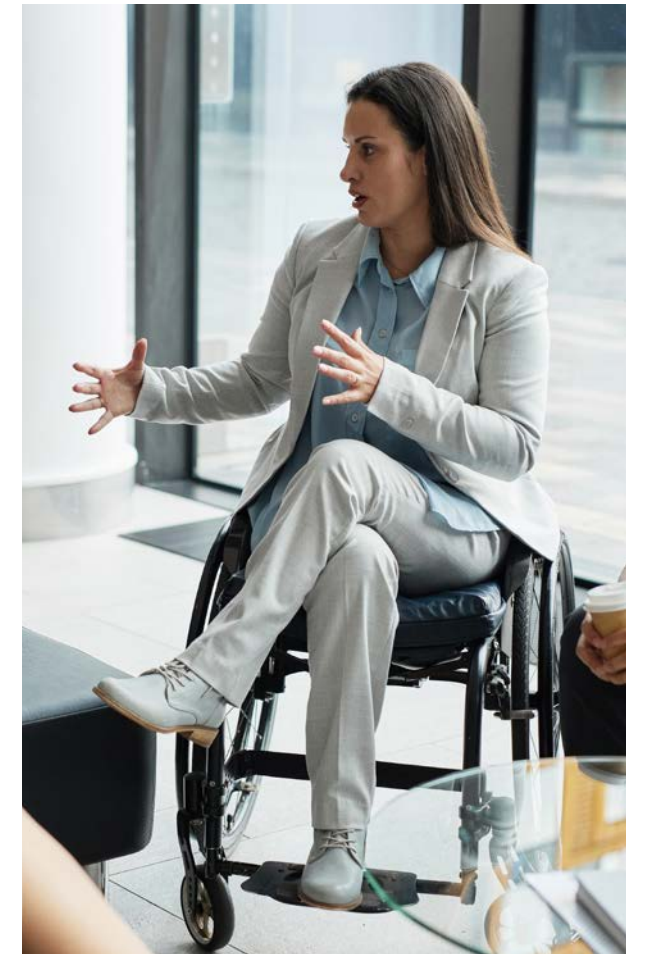
For the 2026–2030 MYAP, the Town will continue embedding accessibility across the procurement lifecycle to ensure purchased goods, services, and facilities support inclusive access.

Key priorities include:

- Continue integrating accessibility requirements into procurement planning, sourcing, and evaluation.
- **Enhancing procurement tools**, templates, and guidelines to support accessibility compliance.
- Building staff capacity through training and resources.
- Collaborating with other municipalities and organizations to **share best practices**.

Overall commitment:

These actions ensure procurement practices contribute to a barrier free, inclusive community.



Summary: Town's Accessibility Commitment (2026–2030)



The Town's 2026–2030 Multi-Year Accessibility Plan (MYAP) demonstrates a coordinated, organization wide commitment to building an accessible, inclusive, and barrier free community for everyone who lives, works, visits, or is employed within the municipality.

The plan builds on previous accessibility achievements and reflects a continued focus on strengthening policies, enhancing infrastructure and services, increasing staff capacity, and embedding accessibility into everyday operations and decision making.

Summary: Town's Accessibility Commitment (2026–2030)

Accessibility is integrated across all departments, with priorities spanning information and communication, customer service, employment, procurement, facilities and public spaces, parks and trails, planning, and transportation

These efforts support the Town's long-term goal of moving beyond legislative compliance toward a culture of continuous improvement and universal design—where accessibility is considered from the earliest stages of planning through service delivery and ongoing maintenance.

Key themes across departmental commitments include:

Accessible communication and digital services

by ensuring public information, websites, and communications are accessible and available in alternative formats when required.

Inclusive customer service supported by staff training, accessible feedback mechanisms, and improved communication during service disruptions.

Equitable employment practices through accessible recruitment processes, workplace accommodations, mental health supports, and regular policy reviews to address systemic barriers.

Accessibility informed procurement by considering accessibility requirements when purchasing goods, services, facilities, and infrastructure.

Inclusive facilities, parks, trails, and public spaces, including accessible playgrounds, trail networks, seating areas, and outdoor amenities.

Accessible planning and transportation infrastructure,

such as sidewalks, crossings, accessible parking, and universal design principles in development projects.

Strong governance and community engagement, including ongoing collaboration with the Accessibility Advisory Committee and people with lived experience of disability.



Through these collective actions, the Town continues to advance universal design, inclusive participation, and equitable access to municipal programs, services, and spaces. The MYAP supports compliance with the Accessibility for Ontarians with Disabilities Act (AODA) and related standards, while also reinforcing the Town's broader vision of a community where everyone can participate fully, move safely, and thrive.



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We welcome your input and feedback.

Email accessibility@townofws.ca to request reports in alternate formats.

[townofws.ca/accessibility](https://www.townofws.ca/accessibility)