



TOWN OF
HALTON HILLS
Working Together Working for You!

MEMORANDUM

TO: Mayor Lawlor and Members of Council

FROM: Renée Brown, Deputy Clerk Administration

DATE: August 8, 2025

MEMO NO.: ADMIN-2025-007

SUBJECT: 2024 Annual Accessibility Status Update

PURPOSE OF THE MEMORANDUM:

To meet the Town of Halton Hills legislative requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (IASR). This Memo is in accordance with Section Four (4) of the Integrated Accessibility Standards that states that the Town must provide an annual status update on the measures taken to implement the Town's Multi- Year Accessibility Plan.

BACKGROUND:

As per Section Four (4) of the IASR the Town is to prepare an annual status report on the progress of measures taken to implement the Town's Multi-Year Accessibility Plan, including steps taken to comply with the Regulation and to post the status report on the website and if required provide the report in an accessible format upon request.

The Town of Halton Hills Council passed the Town of Halton Hill's Multi-Year Accessibility Plan 2023-2027 on November 20, 2023. Appendix A to this Memorandum lists the accomplishments of the Town in implementing the initiatives as set out in the Town's Multi-year Accessibility Plan for 2024.

COMMENTS:

In addition to the development and publication of the Multi-Year Accessibility Plan and Annual Status Report, the Town has other reporting obligations to the province. As required by subsection 14 (1) of the AODA, the Town shall file an accessibility compliance report with the province every two years.

The Town filed its most recent accessibility compliance report to the province on December 8, 2023. The Town was compliant in all areas except for the Town's website. The Town is the process of replacing the website which will assist us in achieving the required AODA standards. The next accessibility compliance report to the province will be due on December 31, 2025.

CONCLUSION:

The Town will continue to work on implementing the initiatives set out in the Town of Halton Hill's Multi-Year Accessibility Plan 2023-2027 and will report annually as per our legislative requirements.

Reviewed and approved by,

Valerie Petryniak, Town Clerk & Director of Legislative Services

Chris Mills, Chief Administrative Officer

Appendix A to Memo No. ADMIN-2025-007

2024 Annual Accessibility Status Update

2024 Accomplishments

Ongoing Initiatives

Communications

- Continue to engage with stakeholders including employees, residents and visitors with disabilities and the Town of Halton Hills Accessibility Advisory Committee when designing and implementing Town of Halton Hills goods, services, and facilities.
- Consult with the Town of Halton Hills Accessibility Advisory Committee on decisions related to accessibility planning, as outlined in the AODA.
- Ensure that employee and public engagement activities are accessible.
- Ensure that Town departments work together to advance accessibility priorities.
- Provide accessible formats and communication support as best as possible.

Customer Service

- Provide services in a caring, compassionate, non-judgmental manner, free from discrimination and harassment.
- Respect the independence of employees, residents, and visitors with disabilities by enabling their access to Town goods, services, and facilities.
- Ensure that people with disabilities can access and benefit from the same goods, services, and facilities in an equitable way.
- Pursue permanent accessibility solutions for employees, residents, and visitors with disabilities to access and benefit from Town goods, services, and facilities.
- Consider individual needs and proactively provide accessible formats, communication support or other accommodations to ensure equitable outcomes.
- Take a holistic approach that recognizes that accessibility solutions may need to address multiple barriers and that a single solution might not meet the accessibility needs of everyone.
- Continual research to improve on-line services for better accessibility.

Employment

- Continue to review all recruitment processes to remove unintended accessibility barriers.
- Review policies and procedures to identify, prevent and remove barriers to employment and development opportunities. This review will also serve to ensure ongoing compliance with relevant legislation.
- Provide individualized accommodation and emergency plans for Town employees who have disclosed a disability (upon request).
- Provide equitable, clear, and consistent employment and accommodation policies and procedures that seek to remove systemic barriers and ensure people with disabilities can participate fully as job applicants and employees of the Town.
- Continuing with hybrid work arrangements

Transportation

- Ensure purchases of public transit vehicles meets or exceeds all provincial and federal legislated requirements for accessibility.
- Consult with the Accessibility Advisory Committee, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs and monitor the demand of specialized transit services required in Halton Hills
- Ensure barrier-free pedestrian connections and bus stops, ensuring all conventional bus stops and specialized transit cross-boundary connection locations are fully accessible.
- Continue to implement recommendations made within the Towns 2019-2031 Transit Service Strategy, toward a fully accessible conventional transit service.
- Continue to implement recommendations made in the Town's 2021-2031 Specialized Transit Plan.
- Review snow clearing policies, practices and procedures using accessibility and equity analysis and develop a strategy to reduce barriers that significantly limit the mobility of people with disabilities.
- Continue to research and incorporate methods to improve accessibility on Town's streets and sidewalks.
- Continue to install accessible pedestrian signals when replacing existing traffic signals and for all new traffic signals and pedestrian crossover installations.
- Install tactile walking surface indicators when undertaking road rehabilitation projects.

Built Environment and Design of Public Spaces

- Continue to prioritize and retrofit existing built environment barriers at facilities under its management.
- Continue to implement accessibility improvements.
- Continue to maintain accessible elements in public spaces through monitoring and regularly planned preventive maintenance of accessible elements.
- Continue to respond to temporary disruptions when accessible elements in public spaces are not in working order by notifying the public and prioritizing remediation.

2024 Implemented Projects/Initiatives

- **Transit** – Initiative to expand fleet to meet service demands for specialized transit from current fleet of 9 vehicles to 13 vehicles by 2031 – 2025 fleet size - 11 vehicles
- **Transit** – 2024 Activan extended service hours are implemented when demand for service is high. Currently ActiVan accessible vehicles operate Monday to Friday 7:00am-7:00pm, Saturday 7:00am-6:00pm and Sunday 7:00am-3:00pm.
- **Transit** - 2024 traffic signals upgraded: Main Street North and Moore Park Crescent & Guelph Street and Mountainview Road & Main Street and Mill Street. The program will continue through 2024 -2028 all new traffic signal installations, including pedestrian crossovers, will be built to comply with AODA specifications.
- **Built Environment** – 2024 Mold Masters Sportsplex parking lot resurfaced (sidewalks, curbs, and pavers repaired)
- **Built Environment** – 2024 Accessible pool staircase in the Acton indoor pool from the Municipal Accessibility Plan Project.
- **Built Environment** – 2024 Town Hall Parking Lot full replacement of the pavement.
- **Built Environment** – 2024 Cultural Centre – accessible entrance replacement completed.
- **Communication** – 2024 Website Unity Project has commenced to update the Town of Halton Hills Website, Visit Halton Hills Website and Invest Halton Hills Website. This is an ongoing project to update the noted websites that includes ensuring that the websites will meet the required WCAG 2.0 standards as per the AODA.
- **Communication** – 2024 Recreation accessibility webpage has been updated to provide clearer information and resources for individuals who are looking for supports for their recreation experience.
- **Customer Service** – 2024 Community Programs – total of 167 one-on-one supports were provided across community programs, with the majority occurring in day camps. This is an increase of 10% from 2023.
- **Customer Service** – 2024 Inclusion registrations accounted 8% of total summer camp enrollments which is up from 7% in 2023.

- **Customer Service** – 2024 Aquatics Programming – 109 participant spots received one-on-one inclusion support, providing equitable access to swim programs.
- **Customer Service** – 2024 Hillview Active Living Centre (Seniors) - Hillview maintains an accommodation plan that is reviewed annually. Staff track the number and type of accommodation requests to identify barriers and monitor performance. 2024 Accommodations include.
 - Dietary restrictions and transportation support
 - Assistance with program registration
 - Purchase of adaptive equipment (e.g., automatic card shufflers)
 - Physical space modifications (e.g., lowered touchscreen height, floor repairs for smoother transitions, and installation of an automatic door connecting the Acton centre to the arena)
- **Customer Service** – 2024 Inclusive Group Programs – launched Champs Soccer and Champs Multi-Sport: Recreational sports programs for adults with exceptionalities.
- **Customer Service** – 2024 Friday Activity Night: Social recreation for individuals aged 20-35 with exceptionalities.
- **Customer Service** – 2024 Aquafit for Adults for Adults with Special Needs: Adaptive aquatic fitness programming.
- **Customer Service** – 2024 T.I.M.E. (Together in Movement and Exercise): Group exercise for individuals with balance and mobility challenges due to conditions such as stroke, MS, or acquired brain injury.
- **Customer Service** – 2024 Rec Partner Program continues to offer free admission for support persons assisting individuals with their recreation experience, ensuring inclusive participation in all recreation programs.
- **Customer Service** – 2024 Equity, Diversity, and Inclusion (EDI) strategy has been integrated into the broader *Safe and Welcoming Halton Hills* initiative to better reflect our community values and goals.
- **Customer Service** – 2024 Delivered staff training on practical strategies for welcoming, accessible services, and neurodiversity awareness to enhance service delivery to the community.
- **Customer Service** – 2024 Halton Hills Public Library - Introduced new library items for borrowing, including scanning pens that read printed text aloud for new readers, and companion pets to support people with dementia.
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- **Customer Service** – 2024 Halton Hills Public Library - Replaced public catalogue computers with tablets on adjustable mounts to make finding library materials easier and more accessible.