



## MEMORANDUM

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**TO:** Mayor Lawlor and Members of Council

**FROM:** Renée Brown, Deputy Clerk - Administration

**DATE:** January 16, 2026

**MEMO NO.:** ADMIN-2026-001

**SUBJECT:** 2025 Annual Accessibility Status Update

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### **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 4 of the IASR 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 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 2025 in implementing the initiatives as set out in the Town's Multi-year Accessibility Plan.

### **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 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 15, 2025. The Town was compliant in all areas except for the Town's website. The Town's website is 89.2% compliant with the AODA required WCAG 2.0 Level AA, which is above the industry standard of 85.2%. The Town's Website Unity Project is well underway. The new haltonhills.ca website is scheduled to launch in June 2026 which will align the Town's site with the AODA WCAG 2.0 Level AA standard. The next accessibility compliance report to the province will be due on December 31, 2027.

## **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-2026-001**

### **2025 Annual Accessibility Status Update**

#### **2025 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.
- Continue to increase 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.

## **2025 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** – 2025 ActiVan extended service hours are implemented when demand for service is high. Currently ActiVan accessible vehicles operate Monday to Friday 7:00 am-7:00 pm, Saturday 7:00 am-6:00 pm and Sunday 7:00 am-3:00 pm.
- **Transit** - 2025 Launched the Transit Implementation Plan to provide an operational roadmap of on-demand, conventional, and specialized transit services, building on the 2019-2031 Transit Service Strategy and 2021-2031 Specialized Transit Plan. The Transit Implementation Plan will provide operational recommendations for a forward-thinking, phased-in, innovative approach to transit operations in Halton Hills.
- **Transit** - 2025 traffic signals upgraded: Queen Street (Hwy 7) and Tanners Drive, Guelph Street (Hwy 7) and Delrex Boulevard, Guelph Street (Hwy 7) and Armstrong Avenue, Eastern Avenue and Church Street East. The AODA improvements included new sidewalk platforms with tactile plates and directional guidelines. The program will continue through 2026 -2028 all new traffic signal installations, including pedestrian crossovers, will be built to comply with AODA specifications.
- **Built Environment** – 2025 Mold Masters Sportsplex - Concession Refurbishment
- **Built Environment** – 2025 Acton Arena - Concession Refurbishment
- **Built Environment** – 2025 Hillsview Active Living Centre – Georgetown - Welcome Desk Renovation
- **Built Environment** – 2025 Hillsview Active Living Centre – Acton - Install of push button on interior door between arena lobby and Hillview seniors to improve ease of access.
- **Communication** – 2025 Website Unity Project has been ongoing to update the Town of Halton Hills Website, Visit Halton Hills Website and Invest Halton Hills Website. The new Halton Hills Website is set to launch in June 2026 and will

ensure that the Town meets the required WCAG 2.0 standards Level AA as per the AODA.

- **Customer Service** – 2025 Summer Camps A total of 169 summer camp spaces were filled by participants requiring inclusion supports, representing 97% fill rate, an increase of 12% over 2024. These participants accounted for 8% of all summer camp registrations.
- **Customer Service** – 2025 Aquatics Programming – A total of 115 participant spaces received one-on-one inclusion support, ensuring equitable access to swim programs. This reflects a 6% increase compared to 2024.
- **Customer Service** – 2025 Hillsvie Active Living Centre (Seniors) - Hillsvie maintains an accommodation plan that is reviewed annually. Staff track the number and type of accommodation requests to identify barriers and monitor performance. 2025 Accommodations include.
  - Dietary restrictions and transportation support
  - Assistance with program registration
  - Physical space modifications (e.g. renovated the welcome desk)
- **Customer Service** – 2025 Introduction of CHAMPS multi-sport program for adults 15+ with exceptionalities. These participants are kept moving and engaged in learning new skills from a different sport each week including soccer, baseball, football, ball hockey, volleyball, and badminton
- **Customer Service** – 2025 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** – 2025 Recreation and Parks Division continue to offer one-on-one support for pe-registered programs.
- **Customer Service** – 2025 Recreation and Parks Division continue to offer the following programs
  - **Friday Activity Night (FAN):** Social recreation for individuals aged 20-35 with exceptionalities.
  - **Together in Movement and Exercise (T.I.M.E.):** Group Exercise for individuals with balance and mobility challenges due to conditions such as stroke, MS, or acquired brain injury.
  - **Aquafit for Adults with Special Needs:** Adaptive aquatic fitness programming.
- **Customer Service** – 2025 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. Phase 1 of the project focusing on Town as an employer and workplace has been completed. Phase 2 focusing on the Town as a provider of municipal services is nearing completion (Q1-Q2, 2026)
- **Customer Service** – 2025 HHPL - Established an accessible computer workstation to reduce barriers to digital access and promote independent use of library services for patrons with disabilities.

- **Customer Service** – 2025 HHPL - Strengthened support for individuals with dyslexia by introducing Reading Overlay Kits and improving the discoverability of dyslexia-friendly materials in the library catalogue.
- **Customer Service** – 2025 HHPL - Enhanced inclusive early literacy experiences by implementing an interactive, accessible touch-screen play table at the Acton Branch to support diverse learning and engagement styles.
- **Customer Service** – 2025 HHPL - Expanded access to specialized support programs for neurodiverse learners and children with autism by partnering with ROCK and the Centre for Diverse to host programs at the library.