

**2018**

1. New Tecumseth Recreation Centre (NTRC):
  - Ice Pad #1 and #2 – heated viewing area has been provided for spectators with accessibility needs to view hockey games from the “Events Centre” where there is heat and larger areas for wheelchair access. Sometimes pad #2 heated viewing is not available if the wall is up for an event in the adjacent room, however, heated viewing is always available for pad #1
  - Ice pad #1 – improved line markings on steps in Ice Pad #1 with a high contrast colour
2. Joint Operations Centre, Beeton – installed automatic door opener on front doors
3. Provided training to Town staff on Mental Health and how to provide customer service to individuals with mental health disabilities

**2019**

1. New Tecumseth Recreation Centre (NTRC):
  - Increased by-law enforcement to patrol large events at NTRC such as hockey games to enforce appropriate parking in accessible areas and ticket any vehicles that park in accessible parking spots without appropriate permits. Also, more signage has been posted at the NTRC pertaining to appropriate use of accessible parking areas and related fines that may be actioned. Public awareness regarding accessible parking was also posted on Facebook three times.
2. New Tecumseth web site – improved information on Town’s web site regarding accessible transportation and the Town’s community transportation program
3. Ruthven Park, Aliston – installed portable accessible washrooms for the summer months
4. Corporate Accessible Communications and Information – Policy and Procedure was created and rolled out to all staff
5. Microsoft Office 365 and Adobe Acrobat was purchased and installed for all administrative users to facilitate creating documents in accessible format
6. Hands-on, in classroom training on how to create accessible documents and information was provided to all administrative staff
7. A training guide for creating accessible documents was created and published on the intranet for easy access by all staff
8. Onboarding for new employees - specific training on accessible communication and information was added to onboarding in addition to the regular AODA awareness training.
9. All Council members were provided training on the overall AODA legislation
10. Various corporate documents were converted to accessible format – i.e. Agendas, Minutes and Reports for Council and all Council Committees, Deputation forms, Policies and Procedure templates, etc
11. Information / guidance has been provided to applicable staff on how to coordinate accessible meetings and events

12. The Town's new web site was launched ensuring WCAG Level 2.0, Level AA functionality in compliance with AODA requirements
13. An option to provide feedback on accessibility at the Town (by the public) has been made available on the Town's web site

**2020**

1. Mill Pond Medical Centre – Alliston – Accessible parking
  - Added 1 additional accessible parking space at 106 Victoria Street west, in front of the Mill Pond Medical Centre and 1 additional parking space in the Municipal parking lot, north of Mill Pond Medical Centre, 106 Victoria Street.
2. The Town's Taxi drivers completed refresher training on the AODA guidelines for providing accessible transportation service, as required by the AODA (administered through By Law)
3. Education and Awareness related to accessibility requirements as per the AODA was distributed to the BIA and Chamber of Commerce so they can better advise businesses on accessibility and on making their businesses more accessible. Also, the Town's Economic Development Officer will continually include resources and information on accessibility to the community businesses through newsletters, the Town's Economic Development web page and other marketing initiatives.

**2021**

1. Playground equipment replacements – new accessible features have been included in plans for upcoming replacement projects:  
  
Eastern Park (Tottenham) and Beeton Community Park (Beeton):
  - Swing set with inclusive seat that features improved mechanical clasp on the arms that can be used to help secure riders or can be removed out of the way if needed
  - Tire climbers - including an Internal Quiet Seat for children with sensory disabilities
  - Revolution Spinner – allows up to 10 children with varying disabilities to play together with 2 seats that are designed for ease of transition from a wheelchair
  - Tree Climb feature – with textures for children with sensory development disabilities
  - Contrasting kick plates and deck edge markers on the main play structures and contrasting colours throughout the play areas for children with visual disabilities
  - Dual Raid Rider – allows children with mobility disabilities and able bodied children to play in parallel  
Rotary/Riverdale Park (Aliston) and Faulkner Park (Beeton)
  - Concrete curb depression into the playground

- Additional concrete paving to the side of the benches (for wheelchairs / strollers)
- Accessible walkways
- Accessible surface spinner which avoids transition from a wheelchair to a seat
- Swing set with an inclusive seat
- Stationary play features
- Rubber play surfacing flush with asphalt walkways and the accessible playground (Rotary/Riverdale park only)
- Inclusive oversized saucer swing (Rotary/Riverdale park only)

2. New Tecumseth Transit - expand regular and accessible transportation access to Tottenham .

- Currently wheelchair accessible transportation is provided through CHATS (on demand service) as well as via the Simcoe County LINX system (fixed route service - does not include Tottenham) and Simcoe County LINX Plus (on demand service within 400 metres of the fixed route service – does not include Tottenham).
- On July 26, 2021, Council approved the recommendation for a new transit system to commence phased-in implementation in New Tecumseth in late 2022 in accordance with Report Options 5a and 5b – this will include regular and accessible (wheelchair) transportation on a fixed route to supplement the LINX service and add a link to Tottenham:
  - o **Option 5A** - Implement a Tottenham-Beeton fixed route service with an option in a future year to expand and augment the service with a Town-wide enhanced Taxi and/or Rideshare program. This option would require further investigations and costing analysis.
  - o **Option 5B** - Another consideration could be to revisit Option A2 of the 2019 Feasibility Study that investigated two fixed-routes:
    - one route between Tottenham and Beeton servicing the two communities and providing transfers to the LINX service.
    - second route servicing Alliston/ Treetops/ Briar Hill to connect to the LINX route at the New Tecumseth Recreation Center

3. Disability Accommodation in compliance with Ontario Human Rights Code (OHRC).

- The General Accommodation policy and procedure was finalized and rolled out to all staff. Training was assigned on the LMS in July 2021. The policy is also available on the Town's web site to provide assistance to residents/public who may require accommodation to access any of the services provided by the Town to the Community (which may include accommodation for various reasons, including disability), in compliance with the OHRC