

## 2021 Review and Progress Report - Accessibility Masterplan 2018-2023

Action Item	Lead	Progress
Investigate ways to encourage, Educate and support accessible development.	Engineering & Corporate Assets, Development Services	On-going Draft Pre-Consultation resource created and circulated for staff input.
Funding of \$1,000,000 through the Community Improvement Program (CIP), where an application to improve accessibility is a highlighted qualifier. The City will continue to seek additional funding streams.	Development Services	Council approved a grant component as well as the availability of a loan for qualified recipients. The Accessibility Officer continues to participate as a member of the CIP application review team. Pleased to experience increased application participation in the request for funding addressing accessibility to the business premises.
In cooperation with local partners, provide Accessibility Awareness and Age-friendly training for local business.	Economic Development	Economic Development continues to support and educate local business through means of media and daily interactions. On-going.
Determine a plan and schedule for accessibility audits of City buildings.	Office of Strategy Management	A staff buildings task force established to discuss an approach to completing building accessibility audits. An audit tool developed in association with the Accessible Design Standards is in place. The Task Force has not met since the on-set of COVID-19. Capital project coordinators have been utilizing the Facility Audit Design Standards that are in place. As Kawartha Lakes eases into the recovery stages from the COVID-19 ramifications, further development on the process will take place.

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		<p>Accessibility Audits are considered paramount to position the City for future grant funding opportunities that would aid in the process of removing barriers and provide improved access for people with disabilities in a number of City facilities.</p> <p>Staff will be looking to include costs associated with Accessibility Audits as part of the annual budget process.</p>
Incorporation of accessibility in City policies, Masterplans, Management Directives and processes as reviewed and renewed.	All Departments	On-going Consultation and participation in the Trails Master Plan Update is an example.
City Staff to partner with and support the work plan of the Age-Friendly Communities Designation.	Accessibility Officer	<p>On-going</p> <p>Age-Friendly is considered of high importance in the Council Corporate Strategy. In support of the Corporate Strategy and the older adults with disabilities in Kawartha Lakes both the Chairperson of the Kawartha Lakes AAC and the Accessibility Officer have provided their support through their active and continued membership in the Age-Friendly Steering Committee orchestrated by the Kawartha Lakes Haliburton Pineridge District Health Unit.</p> <p>During 2021, Health Unit Staff continued to face redeployment to assist with pandemic needs. To date this is still the case. Meetings to advance Age-Friendly initiatives did not take place in 2021 and have not taken place to date in 2022.</p>

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Explore the options for a public education/engagement strategy and program for Accessibility.	Accessibility Officer	On-going.  The Kawartha Lakes AAC and the Accessibility Officer continue to participate and provide feedback on a number of City projects that are under development such as the Trails Master Plan, etc.
The City will continue to plan and deliver projects to improve accessibility for staff and public spaces throughout the City's buildings portfolio. In so doing, we will focus on both the physical and the ambient aspects of the built environment.	Community Services	On-going.  Improved physical accessibility to a number of City areas (facilities, parks, playground areas, etc.) has been observed and a number of projects have been introduced to the Accessibility Advisory Committee seeking their input in the initial planning stages.
Review the process for follow-up on complaints received from the Public regarding accessibility.	Accessibility Officer	On-going. The introduction of the Customer Service Dashboard in 2021 will aid immensely in this area.
Explore the development of a Corporate Culture of Equity, Diversity and Inclusion (EDI).	Human Services	A corporate team is in place and work has begun with the introduction of the Truth and Reconciliation policy. Training initiated in 2021, beginning with Council, Committees/ Boards and inside staff. This effort will be on-going during 2022 and beyond.
Annual meeting between the Kawartha Lakes Accessibility Advisory Committee and Chambers/BIA.	Kawartha Lakes Accessibility Advisory Committee	On-going with more to come in 2022 and beyond.

Review winter sidewalk level of service policy.	Council, Public Works	2020 +
Review Human Resources policies and processes to ensure accessibility.	Human Resources	2021 and ongoing with the development of Corporate Culture of Equity, Diversity and Inclusion