



# Accessibility Master Plan

## 2024-2029

New sidewalks in downtown Lindsay

Rivera Park path with waterfront access

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Kawartha Lakes is committed to complying with the Accessibility for Ontarians with Disabilities Act (AODA) in order to create a barrier-free Ontario. We are committed to the four core principles of dignity, independence, integration and equal opportunity. We support the full inclusion of persons as set out in the Canadian Charter of Rights and Freedoms and the AODA. Alternate formats for this document are available upon request or for information concerning the 2024-2029 Accessibility Plan, contact the Inclusion, Diversity, Equity, Accessibility (IDEA) Partner, Christine Briggs, at 705.324.9411 extension 2136 or [accessibility@kawarthalakes.ca](mailto:accessibility@kawarthalakes.ca).

## Message from Mayor Doug Elmslie and City Council

One of Kawartha Lakes most significant strategic priorities has been to establish and provide an exceptional quality of life for all residents. This means ensuring that our community is accessible to those with a variety of needs and abilities.

As a previous member of the Kawartha Lakes Accessibility Advisory Committee, I have seen firsthand the barriers that some residents have to contend with. The Committee has made exceptional strides in removing these barriers as well as anticipating future challenges that can be corrected proactively.

The City's commitment to the reconstruction of our downtown spaces are a prime example of this. The City has ensured that the reconstruction included more accessible parking spaces, large accessible walkways, as well as accessible pedestrian signals that use sound and visual cues to ensure that all pedestrians can safely cross intersections. In addition, we are working hard to meet the requirement that all arenas, community centres and public buildings are accessible by 2025, while any new builds must follow the Ontarians with Disabilities Act.

The Kawartha Lakes Accessibility Advisory Committee continues to provide an essential service encouraging ongoing improvement. By taking heed of their recommendations, we can be certain that our goal of establishing an exceptional quality of life for all residents will be met.



**Members of Kawartha Lakes City Council**

(seated, left to right): Eric Smeaton, Mayor Doug Elmslie, Dan Joyce, Emmett Yeo (standing left to right): Ron Ashmore, Tracy Richardson, Pat Warren, Charles McDonald, Mike Perry



Accessible picnic area in Old Mill Park in Lindsay



Viewing platform at Old Mill Park in Lindsay

## Message from Chief Administrative Officer

This five-year Municipal Accessibility Master Plan for the City of Kawartha Lakes represents a comprehensive effort to renew and enhance the city’s commitment to accessibility and inclusivity. Building upon the foundation laid by the previous five-year plan (2018-2023), this renewed vision aligns with the standards outlined in the Integrated Accessibility Standards Regulation (IASR) under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

It is crucial that the City not only meets but also strives to exceed legislative requirements, emphasizing a dedication to excellence in municipal service delivery. This renewed Master Plan highlights the investments and accomplishments made over the past five years, highlighting a commitment to surpassing minimum standards for benefit of all community members. City Council has demonstrated unwavering support for the recommendations of the Kawartha Lakes Accessibility Advisory Committee, providing the necessary resources to enhance community accessibility. Special recognition is due to City Staff for their dedication and hard work prioritizing accessibility across departments and through our service delivery.

Looking ahead to the next five years, the City will continue on its path to becoming one of the most accessible and inclusive communities in Ontario. Empowering seniors and individuals with disabilities to maintain independence, activity, and social connection. As a municipality, we will continue to advocate for a culture of Diversity and Inclusion both in our corporate strategic objectives and in our day-to-day operations. In the spirit of equity, we ask our residents and small businesses to join us in creating a community where all people have an opportunity to live, visit, raise a family, work and retire without barriers.



Ron Taylor,  
Chief Administrative Officer,  
City of Kawartha Lakes

## Message from the Chair and the Vice-Chair of the Kawartha Lakes Accessibility Advisory Committee (KLAAC)

The Kawartha Lakes Accessibility Advisory Committee (KLAAC) is a group of dedicated citizens who are working to break down barriers to accessibility for the residents of our municipality. The majority of our committee members have disabilities themselves or speak on behalf of someone with a disability. The KLAAC members bring valuable life experience when providing recommendations to Council with hopes of being able to improve access to City services, infrastructure, and public spaces.

We are aware that many disabilities are invisible or hidden and that anyone can be just one life event away from a life-changing disability. In Ontario, 2.9 million citizens aged fifteen and older have one or more disabilities. This number is expected to rise another million by 2040. Accessibility for Ontarians is crucial. The more we improve accessibility, the more we increase everyone’s wellbeing and inclusion.

Through the Accessibility Recognition Awards, we raise awareness of private citizens and community groups who are making a difference to accessibility in all the places we live, work and play. The Kawartha Lakes Accessibility Advisory Committee endorses this multi-year master plan, which reflects the hard work of staff, volunteers, community partners, and Council, who have come together with the common goal of breaking down barriers to accessibility. Thank you to all whose personal engagement helps make the City of Kawartha Lakes ever more inclusive.



Elizabeth Peeters,  
Chair,  
Kawartha Lakes  
Accessibility Advisory  
Committee



Kate Lowes,  
Vice-Chair,  
Kawartha Lakes  
Accessibility Advisory  
Committee



Iron Bridge link to Riverview Park in Lindsay

## Introduction

The Legislative Assembly of Ontario knew the importance of healthier, happier and financially sustainable economy for Ontarians. A unique piece of legislation, enacted unanimously by all parties in the Legislative Assembly of Ontario in 2005, titled the Accessibility for Ontarians with Disabilities Act (AODA) was created with a purpose of creating a society that includes and benefits all Ontarians. Through the Act, Accessibility Standards were developed, implemented, and enforced in order to achieve accessibility for Ontarians with disabilities on or before January 1, 2025.

Nineteen years after the enactment of the AODA, there is grown awareness of the fact that making customer service, places of employment, communication, and transportation inclusive is important for so many reasons, one of which is economic sustainability. From an economic standpoint, by the year 2040, there will be approximately two million (2,000,000) people with disabilities, of working age, in Ontario. In the Interim Report of the fourth (4) Review of the Accessibility for Ontarians with Disabilities Act, 2005, Rich Donovan states “accessibility is not just a senior’s issue, though their needs are often amplified. Accessibility is essential to maximize the potential of Ontario’s workforce and its increasingly knowledge-based economy.”

Currently, 2.9 million (2,900,000) Ontarians have a disability. As the population ages the need for accessible communities will rise. Statistics project that by 2040, the target year for an accessible Canada (per the [Accessible Canada Act](#)), there will be over 3.9 million (3,900,000) people with disabilities living in Ontario, one million (1,000,000) more than today.

The Province of Ontario has set five standards, Customer Service, Design for Public Spaces, Employment, Information and Communication and Transportation to form the Integrated Accessibility Regulation Standard under the Act.

For more information on making Ontario accessible, visit [www.AccessON.ca](http://www.AccessON.ca).

## Legislation

In June 2005, the Ontario Government passed the [Accessibility for Ontarians with Disabilities Act \(AODA\)](#) setting the goal of a fully Accessible Ontario by 2025. Ontario has set standards in the five areas of [customer service](#), [employment](#), [information and communications](#), [public transportation and public spaces](#) (built environment).

### Accessibility Standards for Customer Service

The Accessibility Standards for Customer Service came into effect on January 1, 2008, making them the first to become law under the AODA. This regulation required all municipalities to be in compliance by January 1, 2010 and all private and not-for-profit sectors to follow suit by January 1, 2012. Customer Service joins the four other standards as part of the [Integrated Accessibility Standards](#) (Ontario Regulation 191/11).

### Integrated Accessibility Standards

The Integrated Accessibility Standards came into effect on July 1, 2011. This law applies to all organizations – public, private and non-profit sectors. Each of the five areas of the regulation is phased- in through time for each sector. Each Standard provides guidelines and deadlines for organizations in the Province, with one or more employees, to follow and meet. The Accessibility Directorate ([www.Access.ON](http://www.Access.ON)) has created a [Guide to Ontario’s Accessibility Regulations](#) to assist organizations with planning.

### The Ontario Human Rights Code

The Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) both deal with accessibility, but are two very different pieces of legislation. The Ontario Human Rights Code is an individual complaints-based legislation that addresses discrimination. The Integrated Accessibility Standards Regulation created under the AODA applies to all organizations in Ontario. Under the Ontario Human Rights Code, everyone has the right to equal treatment without discrimination. The goal of the Code is to provide for equal rights so as, to create a climate of respect where everyone feels part of the community and can contribute fully. The Ontario Human Rights Code requires organizations to accommodate people with disabilities to the point of undue hardship.

The Integrated Accessibility Standards Regulation (IASR) does not replace or affect the legal rights or obligations that arise under the Ontario Human Rights Code and other laws relating to the accommodation of people with disabilities. The IASR establishes a compliance framework that applies to all public, private and not-for-profit organizations with at least one employee. The goal of the AODA and the standards enacted is to make Ontario accessible by 2025.

## City of Kawartha Lakes Statement of Commitment

In keeping with the Provincial legislation and the developed standards, the City of Kawartha Lakes recognizes the importance of creating an inclusive community, one where all people are given an equal opportunity to live, visit, raise a family, work and retire. The City is committed to improving opportunities for persons with disabilities by identifying, removing, and preventing barriers so that individuals of all abilities can participate to their full potential in everything that this community has to offer.

The City of Kawartha Lakes is committed to the principles of independence, dignity, integration, and equality of opportunity, as described in the Accessibility for Ontarians with Disabilities Act (AODA), 2005, and to meeting or exceeding the requirements of the standards enacted under the AODA.



Accessibility Awareness Awards 2023

## The Kawartha Lakes Accessibility Advisory Committee (KLAAC)

The Kawartha Lakes Accessibility Advisory Committee (KLAAC) continues to be a fundamental partner as we work together to remove barriers for people with disabilities. Two working groups consisting of Council appointed KLAAC members addressing Public Awareness (services, employment/information and communication) and the Public Spaces Standards (built environment, transportation and parks) have provided a venue to explore best practices, substantiate and formulate recommendations for introduction at regular AAC meetings for consideration. City Staff have attended working group meetings to discuss proposed projects, plans, policy pieces and have incorporated a number of ideas shared with them by members of the AAC during these meetings into their respective action plans and policies.

The Kawartha Lakes Accessibility Advisory Committee (KLAAC) has dedicated their time, energy, expertise and advocacy through participation in a number of projects over the last five years (2018-2023). Initiatives undertaken by KLAAC include (but are not limited to):

- a. Providing feedback on City Policies and processes:
  - Site Plan Development Reviews;
  - Downtown Revitalization;
  - Redevelopment of the Bobcaygeon Beach Park;
  - The Bobcaygeon Library relocation and renovation;

- Transit Advisory Board;
  - Purchasing Policy - Accessible Procurement;
  - Participation in 2024 Corporate Strategic Plan; this participation is ongoing as part of public outreach.
- b. Public awareness activities: Education sessions, workshops and special events to engage all people of all ages to think about the importance of advancing accessibility and bringing awareness to disabilities that are not obvious to onlookers and may go unnoticed in most conditions or situations.
  - c. The annual presentation of the Accessibility Awareness Awards is one of the greatest successes when it comes to raising awareness. The number of nominations received annually has grown over the last fifteen (15) years. The awards have been highly recognized by local media. Over the last decade the KLAAC through Council, has recognized 91 (ninety-one) residents, business owners and community groups for their efforts to make the City of Kawartha Lakes more accessible. Our award winners have gone above, and beyond the expectation in removing barriers and have increased awareness of accessibility issues within the City.

It is important to recognize the work of the Kawartha Lakes Accessibility Advisory Committee (KLAAC). Each member dedicates a countless number of hours, volunteering their assistance and expertise as they advocate the needs of people with disabilities to Council, to staff and to the private sector. For more information on the work of Kawartha Lakes AAC please visit our [accessibility webpage](#).

## Consultation

Consultation on the Accessibility Master Plan was conducted through a series of meetings with the Kawartha Lakes Accessibility Advisory Committee, the CAO and Senior Management Team and contributing City departments throughout 2023.

During 2023 and 2024, a combination of internal and external consultations took place. Internally, ten (10) meetings took place with the Inclusion, Diversity, Equity and Accessibility (IDEA) Partner. These meetings included City Staff that owned or participated in delivering one of five Integrated Accessibility Standards; they also included members of the Kawartha Lakes Accessibility Advisory Committee who represent our residents with a variety of visible and invisible disabilities. Externally, the IDEA partner, in partnership with the Communications Advertising and Marketing Team attended four (4) public outreach sessions where residents were engaged through surveys regarding accessible communication and customer service. From the information gathered, Planned Projects and Tasks for 2024 to 2029 were established (see [Appendix A](#)).

A meeting of the Kawartha Lakes Accessibility Advisory Committee on December 13, 2023 provided an opportunity to discuss and suggest amendment to the draft five-year Accessibility Plan. On January 17, 2024, an updated draft was presented to the City's Senior Management Team for review. The new plan was formally endorsed by the Kawartha Lakes Accessibility Advisory Committee on April 16, 2024.

A presentation and report was included on the Council Agenda of June 4, 2024. Council approved the 2024-2029 Accessibility Plan for Kawartha Lakes on June 25, 2024



# The guiding principles of the City's Accessibility Master Plan include:



## Responsible Government

Providing responsible government by ensuring areas of accountability are clearly defined by implementing clauses by department; and developing support tools and templates to assist staff with implementation.



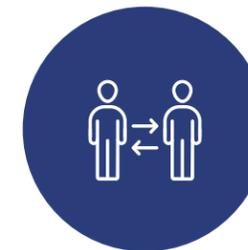
## Service Excellence

The City will provide service excellence by training all staff on an on-going basis and/or as needed based on evolving legislation, policy, procedures and available resources.



## Evolve

This plan is a fluid document and will evolve or change over time. A proactive approach has and will continue as the City strives for service excellence by removing and preventing barriers through accessibility planning.



## Partner and Collaborate

The City will partner and collaborate with the Kawartha Lakes Accessibility Advisory Committee and other community members to ensure the actions identified in the five-year plan contribute to an exceptional quality of life.



## Open and Transparent

The City will openly and transparently exceed compliance timelines.



## Fiscally Responsible

The City will be fiscally responsible by using provincial tools, templates and guides where applicable and, responsibly spreading the cost of implementation over multiple years.





Rivera Park Accessible Playground in Lindsay

## The City of Kawartha Lakes Accessibility Master Plan

By approving and supporting this plan the City demonstrates its corporate commitment to planning for an accessible, inclusive future by ensuring that accessibility is an integral part of everyday business.

City Council supported the creation of accessible services to help improve inclusion across the City benefiting all residents, visitors and employees. Council has reaffirmed its support for accessibility by including accessibility statements in the 2024-2028 Corporate Strategic Plan. Specific reference to Accessibility can be found within the strategic priority of an 'Exceptional Quality of Life' and within the expectation that all Staff comment on the identification, prevention and or potential creation of barriers within all reports going to Council.

The effectiveness of the accessibility planning process is dependent on the support of Council, the collaboration of the Kawartha Lakes Accessibility Advisory Committee, the AODA Staff Team and the Chief Administrative Officer and Management Team who endorse and support improvements to City facilities, policies, public spaces and procedures.

A comprehensive listing of achievements and accomplishments we set out in the previous Plan (2019-2023) are listed in [Appendix C](#).



## The 2024-2029 Accessibility Goals and Objectives Plan

1.  Meeting the legislative requirements mandated by the Province of Ontario.

**These legislative requirements provide the framework for creating accessible, inclusive communities.**

2.  Removing existing barriers.

**The City of Kawartha Lakes is working towards building inclusive facilities, services and programs. The intention is to update this portion of the Plan as part of the budget planning process.**

**Information on how the City is meeting the legislative requirements of the five (5) Standards that are currently enforceable under the Integrated Accessibility Standards Regulation, legislated under the Accessibility for Ontarians with Disabilities Act, 2005 are as follows:**

## Accessible Customer Service Standard

The Accessible Customer Service Standard came into effect on January 1, 2008. The City of Kawartha Lakes created an Accessible Customer Service Policy and supporting procedures in 2009. With Council approval training for City staff, Volunteers, etc. began in 2010 and continues today.

The City of Kawartha Lakes continues to:

- train all staff (full-time, part-time, students) and volunteers on-going through an employee orientation program;
- to monitor its customer service in order to maintain and improve upon the level of accessibility in its programs and services.

In early 2023, the Service Center Modernization Plan was proposed; the IDEA Partner participated as a member of the Service Centre Modernization Review. This provided an opportunity to highlight the importance of equal access to City goods and services and in turn, provide suggestions on environmental considerations for service delivery. The Modernization Review looked to improve the physical and ambient environment for individuals of varied abilities. The Review, and subsequent Modernization Plan, has served as an opportunity to redefine excellence in Municipal service.

## Information and Communications Standards

The City of Kawartha Lakes has met all of the current requirements of the Information and Communications Standard. The City will continue to:

- provide information in a range of accessible formats when requested, to meet the needs of a person requesting a particular format or communication support, including any public documents and emergency plans;
- provide a public feedback process, providing for accessible formats and communications supports, upon request;
- provide notice to the public of the availability of alternate formats and communication supports on the City's website and in print material. Maintain the City's newly refreshed website, to conform with World Wide Web Content Accessibility Guidelines (WCAG) 2.0 level AA, monitoring additional content to ensure that information is included in an accessible format or noted that an alternate format can be requested.

## Employment Standards

Removing barriers to employment for people with disabilities is a focus, the City continues to encourage potential and current employees disclose how the City can be of assistance. An accommodation policy is in place and the City will continue:

- to consult with applicants and employees to determine their accommodation requirements;
- to continue to provide supports and refresh plans throughout the employment cycle as necessary;
- to provide an individual accommodation plan that includes emergency response procedures and with provisions for periodic review and updating;
- to provide notification to both employees and applicants of the availability of accommodation for people with disabilities;
- to provide a return to work process for employees who have been absent due to a disability.

## Transportation Standard

The City of Kawartha Lakes operates both conventional and specialized transit services in the town of Lindsay. Lindsay Transit has met all requirements as set out in the transportation standard and will continue:

- to provide municipal service excellence to users;
- to consult with the public annually on the removal of barriers to transit services;
- to be receptive to public feedback;
- to meet the technical requirements when acquiring new vehicles;
- to provide accessibility training to drivers;
- to make the public aware of service disruptions;
- to provide visitors with access to specialized transit;
- to provide fare parity and parity in hours of service between conventional and specialized transit services;
- to make all bus stop locations accessible or to provide a safe boarding and de-boarding location should the stop not be safe;
- to review and update if necessary the eligibility requirements associated with specialized transit services;
- new scheduling software has been purchased to enhance the services provided by the specialized transportation services (LIMO);
  - meet all other requirements as per the [transportation standard](#) for conventional and specialized transportation services.

## Design for Public Spaces Standard

The Design for Public Spaces Standard outlines the need for newly constructed or redeveloped City facilities and public spaces to be accessible for people with disabilities. In 2024 the Facility Accessibility Design Standards were updated and are compliant with current legislation. The City will continue to:

- incorporate the City Facility Accessibility Design Standards and Facility Accessibility Design Management Directive;
- incorporate the Design for Public Spaces criteria as per the Integrated Accessibility Regulation Standard (technical requirements for recreational trails and beach access routes, outdoor public use eating areas, outdoor play spaces, exterior paths of travel (ramps, paths, stairs, curb ramps, depressed curbs, pedestrian signals, rest areas, etc.), accessible parking and service counters).

The City is committed to establishing Council Policies and/or Corporate Management Directives that will strengthen our community vision "to create one of the most accessible, inclusive communities in Ontario" and shape our community culture.

## Appendix A

### Planned Projects and Tasks for 2024 to 2029

The Kawartha Lakes Accessibility Advisory Committee (KLAAC) will play an important role by providing review and comment on listed action items.

(Appendix A is updated annually as part of the City of Kawartha Lakes annual budget process and is subject to Council approval of the respective budget)

Action Item	Lead	Year 2024-2029
Investigate ways to encourage, educate and support accessible development.	Engineering and Corporate Assets, Development Services	2024 On-going
Provide support for property and business owners in improving the visual and functional aspects of their commercial, mixed-use commercial/residential or heritage designated residential buildings through the Million Dollar Makeover Program.	Development Services	2024
Provide Accessibility Awareness and Age-Friendly training for local businesses in cooperation with local partners. .	Development Services	2024 On-going
On-going building condition assessments to improve accessibility.	Community Services	2024 On-going
Incorporation of accessibility in City policies, Master Plans, Management Directives and processes as reviewed and renewed.	All Departments	2024 On-going
Develop a public education campaign/ engagement strategy pertaining to accessibility	Corporate Services and Kawartha Lakes Accessibility Advisory Committee	2024 On-going
Continue to plan and deliver projects to improve accessibility for staff and public spaces throughout the City's buildings portfolio, with a focus on both the physical and the ambient aspects of the built environment.	Community Services	2024 On-going
Improve the customer experience by prioritizing accessible service provision during the Service Centre Modernization Project.	Community Services	2024 On-going
Develop a Transit Master Plan that addresses both conventional and specialized transit.	Public Works	2024
Review of all Council Policies and corporate Management Directives for accessibility.	Office of the CAO	2024
Annual meeting between Kawartha Lakes Accessibility Advisory Committee and BIA/ Chambers of Commerce to discuss implementation of integrated accessibility standards.	Kawartha Lakes Accessibility Advisory Committee	2024 On-going
Assess recruitment and hiring practices to identify and remove barriers for individuals with disabilities.	Corporate Services	2024 On-going
Evaluate employee accommodation process to ensure that staff have the resources they need to perform their essential duties.	Corporate Services	2024 On-going
Deliver inclusive and convenient communications across digital, print and broad cast communication mediums.	Corporate Services	2024 On-going

## Appendix B

### Glossary of Key Definitions

**“Accessibility”** a general term describing the degree of ease that something (e.g., device, service, physical environment and information) can be accessed, used and enjoyed by persons with disabilities. The term implies conscious planning, design and/ or effort to make sure something is barrier-free to persons with disabilities. Accessibility also benefits the general population, by making things more usable and practical for everyone, including older people and families with small children.

**“Barrier”** means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice; (“obstacle”)

**“Disability”** means,

Defining disability is a complex, evolving matter. The term “disability” covers a broad range and degree of conditions. A disability may have been present at birth, caused by an accident, or developed over time. Section 10 of the Human Rights Code defines “disability” as:

1. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
2. a condition of mental impairment or a developmental disability,
3. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
4. a mental disorder, or
5. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

# Appendix C

## Past Successes and Achievements

The City of Kawartha Lakes has made a number of changes making their goods, services, communication, employment, transportation and public spaces more accessible and inclusive throughout our community for everyone.

- Departments that oversee Integrated Accessibility Standards meet annually with the KLAAC to discuss past and future initiatives for input and remove barriers;
- Transit Launched the TripSpark Passenger Portal for Accessible Transit;
- Delays and service disruptions are shared across municipal platforms;
- Increased Specialized Transit hours of service to meet demand;
- Expansion of Transit services via the newly launched Orange Route;

### Ride the new Orange Route!

- Improvements to way-finding signage with attention to font type and size;
- Removed all troublesome air ride systems and have gone to spring ride to prevent service disruptions on LIMO transit;
- Audio walking tours that are accessible on smart phones or by a brochure and all text version;
- Eleven (11) successful intakes of the Million Dollar Makeover program since 2018. The program provides funding/ grant opportunities for interior/exterior projects to improve accessibility for people with disabilities;
- Improved accessibility across corporate sites through on-going building condition assessments;
- New accessible transaction counter at Bethany Library;
- City Hall accessible washroom renovation;

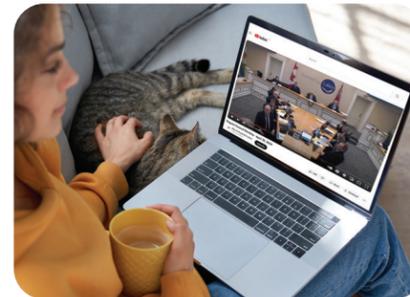


- City Hall, accessibility ramp modifications in Council Chambers to improve transitions;
- City Hall entrance renovation — the installation of extra wide/ automated entry doors to improve building access;



- Phase one of the Service Centre Modernization Plan — Commenced in 2023 at Lindsay and Coboconk Service Centers to improve accessibility. Renovations included: new accessible service desks, signaling, increased wayfinding, and general design modifications to bring centers up to AODA Standards;
- Simplification of the interactive voice response to improve accessibility through our phone service menus;
- Consolidation of services across community hubs to limit transfers to different service providers; in doing so, Customer Service was able to increase first contact resolution rate which improved both accessibility and customer experience;
- Involvement with Age-Friendly Communities initiative — Age-Friendly Business Engagement project and work with the Local Action Groups in Fenelon Falls and Omemee;

- The Communications, Advertising and Marketing division and People Services are leading ongoing document training and other considerations to ensure Corporate documents are accessible both online and offline;
- The Communications, Advertising and Marketing division procured Site Improve — an online web based tool to monitor the accessibility of municipal website;
- Switched Jump In engagement platform to new vendor for improved accessibility;
- Amendments made to procedural bylaw to allow for virtual Council Meetings;



- Increased accessibility for voters through the implementation of digital voting — the election team was able to bring the technology to twelve (12) long term care homes during the voting period and on election day;
- Improved the process for Public complaints regarding accessibility;
- Became a member of the Canadian Commission for United Nations Educational, Scientific, and Cultural Organization's Coalition of Inclusive Municipalities;



- Kawartha Lakes Housing at 68 Lindsay Street North and 48 St. Paul have increased their accessible units.



Barbara McArthur Award winner receiving her award at the annual Accessibility Awareness Awards Ceremony



Accessible swing at Old Mill Park



City of Kawartha Lakes Staff using hearing assistive technology

Inclusion, Diversity, Equity, Accessibility (IDEA) Partner  
705-324-9411 extension 2136  
or [accessibility@kawarthalakes.ca](mailto:accessibility@kawarthalakes.ca).

