



TOWN OF COBOURG'S

ACCESSIBILITY

COMMITMENT

WHAT WE'RE DOING

SECTION 1

MULTI-YEAR ACCESSIBILITY PLAN

- Objectives
- Implementation
- Updates based on Feedback

SECTION 2

ACCESSIBILITY ADVISORY COMMITTEE

- Mandate
- Volunteer
- 2021 Work Plan

SECTION 3

INCLUSIVE COMMUNITY GRANT

- What it is
- What to Expect Next
- How to Get Involved

Introduction from the Chair



MULTI-YEAR ACCESSIBILITY PLAN

01



ABOUT OUR MULTI-YEAR ACCESSIBILITY PLAN



Meeting the requirements under the Accessibility for Ontarians with Disabilities Act, 2005.

Objectives identified within the plan are short, medium, and long term with many actions ongoing to ensure accessibility in the Town.

Outlines fifty-five (55) Actions for the Town of Cobourg to take under eighteen (18) objectives over the next five (5) years.

ACCOMPLISHED...SO FAR



CONTINUE TO PROCLAIM ACCESSIBILITY AWARENESS WEEK ON AN ANNUAL BASIS.



USE ACCESSIBILITY AWARENESS WEEK TO ENCOURAGE LEARNING AND EDUCATION.



REVIEW AND REFINE THE FEEDBACK PROCESS ON AN ONGOING BASIS.



CREATE AND PRESENT A MONTHLY OR BI-MONTHLY STATUS REPORT TO THE ACCESSIBILITY ADVISORY COMMITTEE AND/OR COUNCIL ON FEEDBACK RECEIVED.



DETERMINE OPPORTUNITIES TO PROVIDE PAID EMPLOYMENT PLACEMENTS TO PERSONS WITH DISABILITIES ACROSS THE TOWN.



ACCOMPLISHED...SO FAR



CONTINUE TO PROCLAIM ACCESSIBILITY AWARENESS WEEK ON AN ANNUAL BASIS.



USE ACCESSIBILITY AWARENESS WEEK TO ENCOURAGE LEARNING AND EDUCATION.



ACCOMPLISHED...SO FAR



**CREATE MORE AWARENESS OF THE ABILITY TO
PROVIDE FEEDBACK ON BARRIERS TO
ACCESSIBILITY.**

Through social media posts and different events and awareness, we have been more active in listening and responding to residents feedback, questions, complaints, and compliments.

On average, it takes the Town of Cobourg 60 days to respond to and fully address accessibility issues. The goal is to have this be reduced to 15 days over the next two (2) years.

These complaints include barriers with the following standards:

- Architectural or Physical,
- Communication, and
- Technology.





ACCOMPLISHED...SO FAR



CONTINUE TO PROVIDE INFORMATION ON ACCOMMODATION IN THE HIRING PROCESS ON ALL JOB POSTINGS.



REVIEW CURRENT HUMAN RESOURCES HIRING POLICIES AND JOB POSTINGS TO SEE IF THERE ARE ANY MATTERS THAT COULD UNKNOWINGLY BE BARRIERS TO RETAINING AND/OR DEVELOPING PERSONS WITH DISABILITIES.



REVIEW AND REFINE THE WHEELS POLICY AND APPLICATION ON AN ANNUAL BASIS.



CONTINUE TO RECEIVE FEEDBACK ON NEW OUTDOOR SPACE DEVELOPMENT.



CONSIDER OPPORTUNITIES FOR COMMUNITY PARTNERSHIPS AND/OR PROVINCIAL AND FEDERAL ACCESSIBILITY GRANT FUNDING.



ACCOMPLISHED...SO FAR



CONSIDER OPPORTUNITIES FOR COMMUNITY PARTNERSHIPS AND/OR PROVINCIAL AND FEDERAL ACCESSIBILITY GRANT FUNDING.

Inclusive Communities Grant

- Received \$60,000 in funding from the Ontario Government
- Working to increase accessibility in our downtown core.
- Completed audits of:
 - The Marina,
 - The Harbourfront,
 - The Cobourg Yacht Club,
 - Victoria Park, and
 - Victoria Beach.

Enabling Accessibility Fund - Youth Component

- Submitted one grant application:
 - Accessible Technology for Human Resources
- Further consideration next year will be given to other projects that can be done through this funding.

ACCOMPLISHED...SO FAR



CONTINUE TO PROVIDE ACCESSIBLE CUSTOMER SERVICE TRAINING FOR ALL STAFF, VOLUNTEERS, COUNCILLORS, AND THIRD-PARTY AGENCIES.



REVIEW AND REFINE TRAINING ON AN ANNUAL BASIS TO ENSURE THAT IT MEETS LEGISLATIVE REQUIREMENTS.



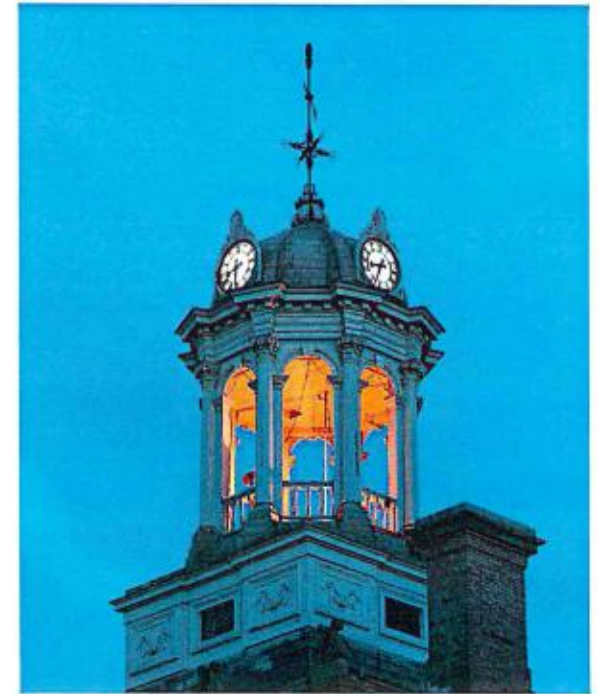
EXPLORE POSSIBILITIES FOR IMPLEMENTING VIDEO REMOTE INTERPRETING SYSTEMS AT PRIMARY CUSTOMER SERVICE AREAS ACROSS THE TOWN.



REVIEW AND REFINE THE ACCESSIBILITY POLICIES FOR THE TOWN OF COBOURG ON AN ANNUAL BASIS.



CONTINUE TO RECOGNIZE BUSINESSES MAKING STRIDES IN ACCESSIBILITY.



ACCOMPLISHED...SO FAR



CONTINUE TO RECOGNIZE BUSINESSES MAKING
STRIDES IN ACCESSIBILITY.

Congrats Cheslers Shoes!!

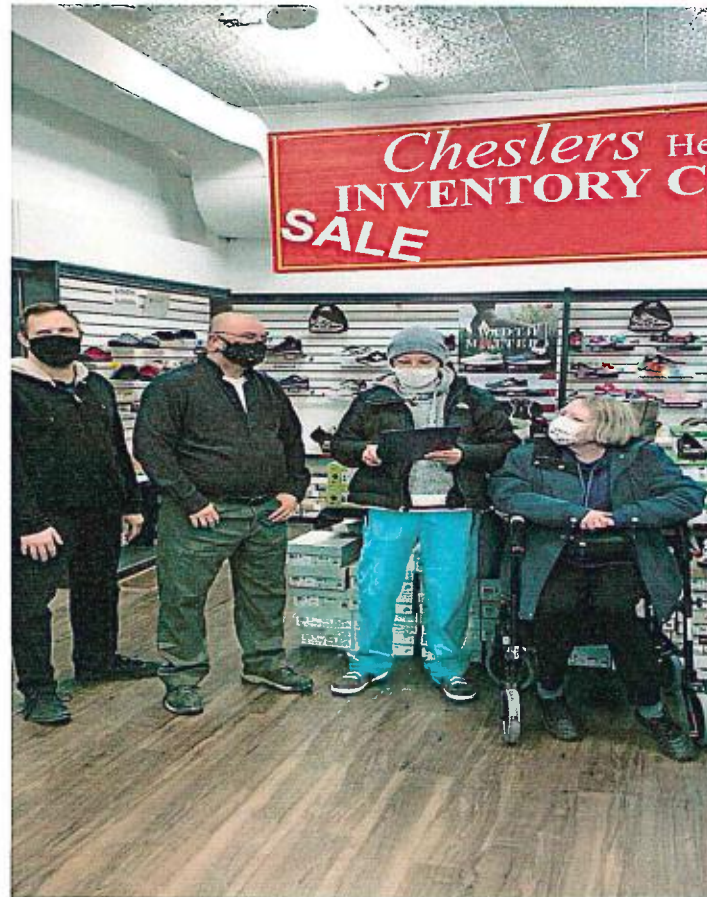


ACCOMPLISHED...SO FAR



CONTINUE TO RECOGNIZE BUSINESSES MAKING
STRIDES IN ACCESSIBILITY.

Congrats Cheslers
Shoes!!



ACCOMPLISHED...SO FAR



CONTINUE TO HAVE AN ACCESSIBILITY CLAUSE
IN RFP AND RFTS.

Adult Outdoor Fitness Equipment

- Accessibility was a priority in the selection of the outdoor fitness equipment.
- The selection criteria was based on the ability to have people of all abilities participate.
- Work with the Parks and Recreation department to ensure that this would be the case.

Upcoming in 2022 – Parks Play Equipment,
Bathroom Upgrades, Accessible Doc, Boardwalk
Redevelopment...and many Site Plan reviews..





ACCOMPLISHED...SO FAR



RAISE AWARENESS OF THE ABILITY TO PRODUCE KEY DOCUMENTS IN ACCESSIBLE FORMATS, UPON REQUEST.



ENSURE EXISTING AND NEW INFORMATION AVAILABLE TO THE PUBLIC IS UP TO DATE, IN PLAIN LANGUAGE, AND IN AN ACCESSIBLE FORMAT.



CONTINUE TO MONITOR AND AUDIT THE WEBSITE TO ENSURE COMPLIANCE.



PROVIDE STAFF WITH RESOURCES TO ASSIST WITH ENDING STIGMA AROUND DISABILITY, ESPECIALLY "INVISIBLE" DISABILITIES.



REVIEW THE SIGNAGE FOR PUBLIC AREAS, ESPECIALLY IN THE DOWNTOWN CORE, THE MARINA, AND PARKS IN COBOURG.

SYSTEMS IN PLACE



ACCESSIBILITY ADVISORY COMMITTEE

THE ACCESSIBILITY ADVISORY COMMITTEE PROVIDES RECOMMENDATIONS TO COUNCIL AND OTHER INITIATIVES RELATED TO ACCESSIBILITY.



FEEDBACK AND REPORTING SYSTEM

THE TOWN OF COBOURG HAS A FEEDBACK AND REPORTING SYSTEM TO REPORT BARRIERS TO ACCESSIBILITY.



Town Hall's Commitment

BY WORKING WITH LEGISLATIVE SERVICES AND THE ACCESSIBILITY COORDINATOR, WE CREATE A HOLISTIC APPROACH TO ACCESSIBILITY.



SECTION 2

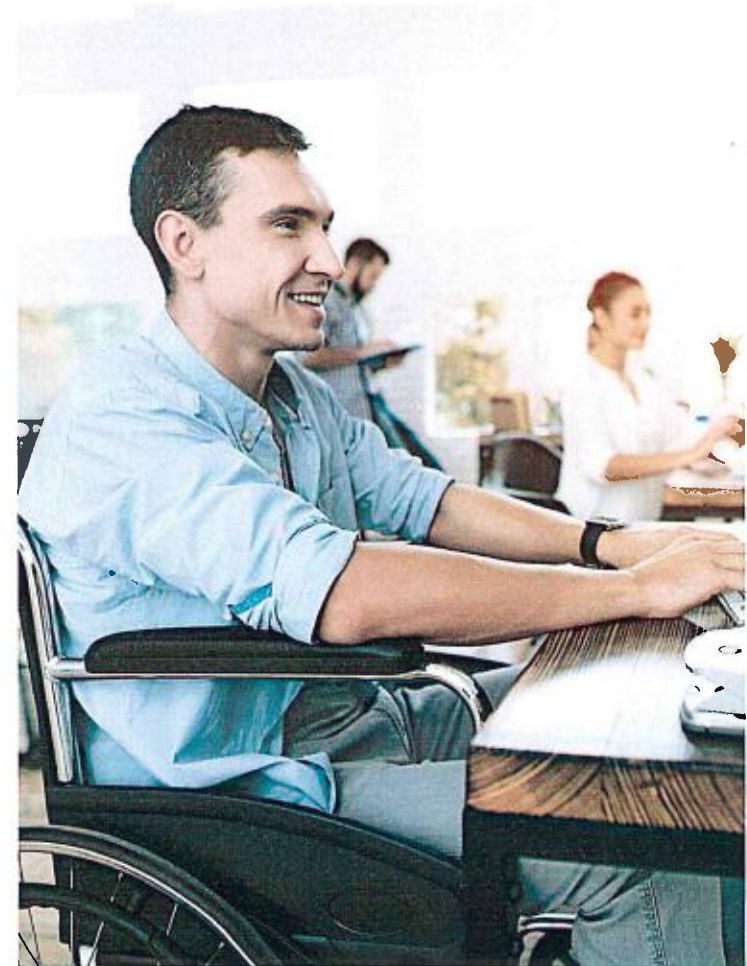
ACCESSIBILITY ADVISORY COMMITTEE

02

ACCESSIBILITY ADVISORY COMMITTEE

Role of the Committee

The role of the Accessibility Advisory Committee is to provide sound advice and recommendations to the Cobourg Municipal Council on matters relating to the goal of ensuring that individuals with disabilities shall be assured access to basic services generally available in the community.



ACCESSIBILITY ADVISORY COMMITTEE



Zoom Advisory Meeting



ACCESSIBILITY ADVISORY COMMITTEE PRIORITIES

"Actions speak louder than words."

1

Increase the usage of the Town website to increase accessibility reports and concerns.

2

Work to improve accessibility in affordable housing structures, developments, and plans.

3

Work to create Staff resources at the Town of Cobourg to assist with accessibility.

INCLUSIVE COMMUNITIES GRANT

03



INCLUSIVE COMMUNITIES GRANT

Increase awareness around engagement and use this feedback to create more accessibility.



INCLUSIVE COMMUNITIES GRANT

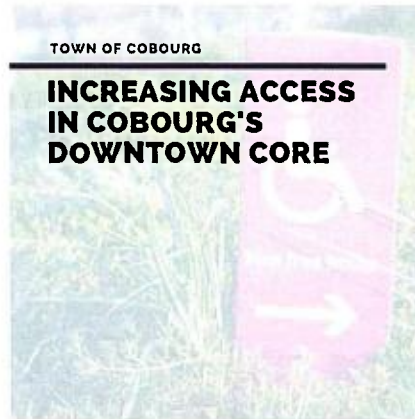
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FUNDING

The Corporation of the Town of Cobourg has received \$60,000 to enhance accessibility within the downtown core ensuring all residents are able to safely access areas of business, parks and Victoria Hall.

[Home](#) » [Increasing Access in Cobourg's Downtown Core](#)

Increasing Access in Cobourg's Downtown Core



this funding.

Background Information

The Inclusive Communities Grant Program (ICG) was announced on Monday, November 9th 2020 by the Ontario Ministry for Seniors and Accessibility (MSAA).

Inclusive Community Grants are designed to sustain existing, and create new, Age-Friendly Communities (AFCs) for older adults and people of all abilities by supporting projects with funding of up to \$60,000.

Applications closed on December 21, 2020 and the Town of Cobourg made an application for the full \$60,000 of funding. On March 11, 2021, the Town of Cobourg received an email from the Ministry stating that we have been successful in our application. Over 300 applications were submitted for the grant and the Town of Cobourg is grateful for the opportunity to fulfil their project through



STAGES OF THE GRANT



01

Media Literacy

Educate all persons in Cobourg about the current tools used for feedback and reporting issues in the community

02

Public Engagement

Engage the public about the accessibility and use of the downtown core in Cobourg which includes the business area, Victoria Park and Beach, and the Town Hall building.

03

Increase Accessibility

Education and awareness campaigns with businesses and improving the built environment in the downtown area through the suggestions from the public

04

Return on Investment

Analyze the return on investment, adjust the programming to refresh and start again with a new project in 2022 or continue with the downtown with new projects.



IMPROVE ACCESSIBILITY IN THE DOWNTOWN CORE.

INCLUSIVE COMMUNITIES GRANT

Increase awareness around engagement and use this feedback to create more accessibility.

WHAT WE HEARD

Quick to-dos

- Secondary signs for businesses at Eye Level (potential to make them all weather/outdoors and include Braille?)
- Better signage/information about which stores have accessible buttons
- Send information to businesses about how to meet compliance under the AODA
- Awareness campaign around accessible parking spots

Medium to-dos

- Research lighter door options that are still in heritage compliance
- More lighting at parking lots that service the downtown area
- Better snow removals
- Increase number of accessible parking spots downtown
- Better picnic tables and/or benches for the parks (Victoria Park first, then expand)

Longer to-dos

- 148 Third Street – loading zone parking and/or sloped sidewalk to make it easier to get into taxis/cars
- George Street North/Via – train track maintenance
- Replace steps with sloped/ramped walkways into all businesses
- Create more level and even footholds and sidewalks
- Replace all signals with APS

Longest to-dos

- Create subsidization and/or grants from the municipalities to businesses to upgrade their accessibility using FADS for the Town of Cobourg
- Create a pedestrian walkway signal in the downtown

INCLUSIVE COMMUNITIES GRANT

Increase awareness around engagement and use this feedback to create more accessibility.

WHAT WE HEARD

Top Recommendations

1. Activation Mats

(Don't have to push a button to have the door open for you)

1. Levelled Out Flooring

2. Accessible Buttons

3. Extra Pull Handle

4. Lighter Doors

Top Locations

1. Downtown Businesses

2. Cobourg Beach

3. Cobourg Police

4. Victoria Hall

5. Victoria Park

INCLUSIVE COMMUNITIES GRANT

Survey Top Comments

Having more accessibility at the marina would be a huge plus as we are active and enjoy getting out in non motorized boats. They currently cannot easily get into a kayak or canoe due to the lack of accessibility at the marina. – Resident

Uneven entrances, steps, heavy doors, difficulty to spot handicap door buttons. Increase education/awareness. Personal consultation with business owners to look at options. Find grants and loans to assist with the cost. – Resident

Accessible parking. In winter the meters are constantly blocked and curb cuts not plowed. Also the automatic door often does not work at Victoria Hall – Resident

Cobourg Beach, Washrooms are not accessible – Resident

Lack of disabled parking spaces. Only 1 space near the Bank of Montreal for the entire section of King from George st to Division. PortHope has more spots plus they are free. Why isn't there more parking spots - Resident

INCLUSIVE COMMUNITIES GRANT

Survey Top Comments

Level the ground. If there are holes or issues with the ground, visibly mark the problems (use chalk, pilons, rope and signs) so everyone is aware that there is an obstacle in the way. Use bright colours, large bolded letters for signs and simple fonts to make it easy to know which store I am looking for and entering. Make sure every walkway has a beeping sound or verbal instructions to know when it is safe to cross. – Resident

Many towns had a ramp project where storefront were provided with fitted ramps. – Resident

recessed doors so that entry area is protected from weather (this may also better accommodate a ramp if needed) while respecting heritage of the building; encourage secondary sign band for store/services information at sitting eye level – Resident

Hire someone who specializes in making older, historic buildings accessible to all. Unless you are disabled or have studied architecture and buildings. You have to have experience and proper knowledge of the issues and structures to make useful modifications and ones that enhance the look as well as function of structures. Without that there will be a hodge podge of different solutions which only makes getting around more difficult because each place is different. It would be money well spent - Resident



PROJECT OF THE GRANT

As part of our Inclusive Communities Grant, Accessibility Media Inc. reached out to the Town regarding an opportunity to showcase all we have done for accessibility in a short video series called “Small Town Accessibility.”

This filming was conducted in late October and the Town and the Committee are anxiously waiting to see the results and hopefully can use the video during the 2022 National Accessibility Week Events!



Small Town Accessibility



PROJECT OF THE GRANT

Making Council Chambers Accessible



Council Chambers – Accessibility Audit.

1. **Remove and update the carpet to ensure there is no pilling or roll up of the carpet.**
2. As the carpet is upgraded, install an [Induction Loop System](#) for those with hearing disabilities to be able to hear Council easily.
3. **Remove the two stair rise to the Mayor's seat in Council Chambers.**
4. Ensure that the Councillors' desks are wide enough for a person to sit comfortably in with a mobility device.
5. Ensure that the Staff desks are wide enough and high enough for a person to sit comfortably in with a mobility device.
6. Ensure that the chairs are adequately spaced to incorporate the ability for someone with a mobility device to sit in the gallery.
7. Ensure that there are varying heights in the podiums used by presentations or delegations for people to make public comments no matter their ability.

THANK YOU

Contact us if there are any questions.



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