



Town of
East Gwillimbury

Municipal Accessibility Plan

Town of East Gwillimbury
19000 Leslie Street
Sharon, Ontario
L0G 1V0

Revised September 2003

TABLE OF CONTENTS

Table of Contents	1
Section 1: Municipal Jurisdiction Participating in this Plan.....	3
Section 2: Other Organizations & Agencies Participating in this Plan	4
Section 3: Consultation Activities	4
Section 4: Plan Development Working Group	4
Section 5: Treasury Department Accessibility Planning	5
5.0 Overview – Treasury Department	5
5.1 Review of Past Initiatives	6
5.2 Barrier Identification	7
5.3 List of Past Departmental Initiatives	9
5.4 List of programs, policies, procedures, and services that may contain barriers	9
Section 6: Planning Department Accessibility Planning	10
6.0 Overview – Planning Department	10
6.1 Barrier Identification	12
Section 7: Building and By-laws Department Accessibility Planning	13
7.0 Overview – Building and By-laws Department	13
7.1 Review of Past Initiatives	14
7.2 Barrier Identification	14
7.3 List of Past Departmental Initiatives	15
7.4 List of programs, policies, procedures, and services that may contain barriers	15
Section 8: Corporate Services / Municipal Clerk Department Accessibility Planning.....	16
8.0 Overview – Corporate Services / Municipal Clerk Department	16
8.1 Review of Past Initiatives	18
8.2 Barrier Identification	19
8.3 List of Past Departmental Initiatives	20
8.4 List of programs, policies, procedures, and services that may contain barriers	20
Section 9: Engineering Department Accessibility Planning.....	21
9.0 Overview – Engineering Department.....	21
9.1 Review of Past Initiatives	22
9.2 Barrier Identification	22
9.3 List of Past Departmental Initiatives	23

9.4 List of programs, policies, procedures, and services that may contain barriers	23
Section 10: Library.....	24
10.0 Overview – Library	24
10.1 Review of Past Initiatives	25
10.2 Barrier Identification for 2003-04 – Mandatory	26
10.3 List of Past Departmental Initiatives	27
10.4 List of programs, policies, procedures, and services that may contain barriers	27
Section 11: Parks and Recreation	29

SECTION 1: MUNICIPAL JURISDICTION PARTICIPATING IN THIS PLAN

Municipality

Town of East Gwillimbury

Address

19000 Leslie Street, Sharon, Ontario, L0G 1V0

Key Contact

John S. Rogers, Chief Administrative Officer, 905-478-4282 ext. 271,
jrogers@eastgwillimbury.ca

Population

2001 Census Population was 20,555.

Municipal Highlights

The Town of East Gwillimbury is located in the northern part of York Region, just 30 minutes north of Toronto, encompassing an area of 238 square kilometers (91.89 square miles). It is a balanced community with the assets of both an urban and rural area. East Gwillimbury boasts a variety of living environments including fully serviced urban areas, semi-serviced suburban areas, rural hamlets, estate residential subdivisions and rural agricultural land.

The Town consists of a number of growing urban areas and villages including Holland Landing, Queensville, Mount Albert, River Drive Park, and Sharon. These urban areas are separated from each other by farms, forests, countryside residences and recreational areas which all add to the overall character of the Town.

Early settlement of the area dates back to the late seventeen hundreds. Many attractive historic buildings are still in existence which enhance the atmosphere of East Gwillimbury. The Town has grown to a 2001 population of 20,555. The focus of development within East Gwillimbury has continued to be within its five major urban centres. The rich history of the Town, its ideal geographic location and excellent balance of both urban and rural communities, makes East Gwillimbury an ideal location for business and a wonderful place to live.

The Town is part of the Regional Municipality of York and therefore police, ambulance, health and social services are provided at a Regional level.

SECTION 2: OTHER ORGANIZATIONS & AGENCIES PARTICIPATING IN THIS PLAN

Organization-Agency

At present there are no other agencies directly involved in the development of this plan.

SECTION 3: CONSULTATION ACTIVITIES

The East Gwillimbury Accessibility Advisory Committee has been involved in a significant manner in the preparation of this municipal accessibility plan.

SECTION 4: PLAN DEVELOPMENT WORKING GROUP

All of the Department Heads of the Town of East Gwillimbury have been involved in the development of the plan with the Chief Administrative Officer, John S. Rogers being the primary Staff member.

The following pages are a summary of the comments received from the various departments of the Town. The format has been adopted from that used by the Region of York in the development of their plan as it is felt that a consistent approach to the format would allow the reader to gain familiarity with the process and information sharing.

SECTION 5: TREASURY DEPARTMENT ACCESSIBILITY PLANNING

5.0 Overview – Treasury Department

5.0.1 Environmental Scan

(What are the high level issues you see in the coming year for your department in terms of accessibility?)

*A need for easier physical access to the department
Easier Access to on-line payments and information/communications.*

5.0.2 Our Customers

(Who are the people your Department tends to serve? What are their issues, needs, etc? Do you provide any specific services that are targeted at persons with disabilities?)

*Residents
Council
Town Staff
Businesses
Developers*

The primary needs of our customers are to make payments and to obtain information.

5.0.3 Accessibility Statement

(What generally do you plan to do as a Department to meet the accessibility needs of your customers? How will this improve customer service and the quality of the service you provide?)

Continue to provide personal assistance to individuals based on their needs.

5.1 Review of Past Initiatives

What barrier was identified?	What type of barrier was it?	Disability Type	How were these barriers addressed?
<i>Service Delivery – Customer did not understand important information</i>	<i>Communicational</i>	<i>Cognitive</i>	<i>Use simple, easy to understand language Use of charts, graphs, and other visuals</i>
<i>Service Delivery – Customer cannot read “fine print”</i>	<i>Informational</i>	<i>Sensory</i>	<i>- Standard use of larger font / print size</i>
<i>Facility – Difficult for seniors & others to access building or travel to the Civic Centre</i>	<i>Physical</i>	<i>Physical</i>	<i>- Preauthorized payment options and payments by telebanking or the internet</i>
<i>Facility – Difficult for seniors & others to stand very long at the service counter</i>	<i>Physical</i>	<i>Physical</i>	<i>- Seating is provided</i>

5.2 Barrier Identification

Barrier Identification for 2003/04 – Mandatory

What By-laws, policies and practices will you review in the coming year in order to identify barriers to persons with disabilities?	What method will you use to identify the barrier?	Resources Required ¹ (Human or Financial)	Timing ² (When will this be completed)
<i>Pre-authorized payments for Water/Sewer Billing (not yet available due to technological limitations)</i>	<i>Note comments and feedback from customers and consult with the East Gwillimbury Accessibility Advisory Committee</i>	<i>Human and Financial</i>	

Barriers that will be addressed in 2003/04 (Optional for First Plan)

What barrier was identified?³	What type of barrier was it ?⁴	What will be gained by removing or preventing this barrier?⁵	Means to prevent/remove the barrier⁶	Indicators of Success⁷	Timing (When will change happen?)⁸	Resources Required (Human or financial)⁹	Division/ Department responsible
<i>Counter is too high for complete service to all persons</i>	<i>Facility / Physical</i>	<i>Customer can write cheques, review paperwork, etc. Without limitations</i>	<i>Need a section of counter at a desk height that has room to sit at or to place a wheelchair at</i>				

5.3 List of Past Departmental Initiatives

Brainstorm and list all of the initiatives carried out by your Department in your core businesses in the last five years to identify, remove or prevent barriers to accessibility for persons with disabilities.

Use of large font/print for easier reading

Personally open doors or physically assist customers entering or leaving the department or the building

Provide seating

Use of simple, easy to understand language in communications, written and verbal

Use of charts, graphs, and pictures to assist in understanding communication

Pre-authorized payment options and payment via the telephone and internet banking

A blood pressure monitor was purchased through the Health and Safety Committee for the use of staff with chronic high blood pressure and is kept in the Treasury Department

5.4 List of programs, policies, procedures, and services that may contain barriers

Brainstorm and list all of the barriers to accessibility for persons with disabilities identified by your Department in your core businesses that may be addressed in 2003/04.

Animal Licensing Policy –Current policy has discount price for dog tags for seniors citizens only. Suggest Council could consider waiving the license fee for “personal assistance dogs”, such as guide dogs for the blind and hearing dogs for the deaf.

Note: The sign at the front door of the Civic Centre states “No pets Allowed”. It might be nice to state: “We welcome your guide/hearing dog.”

A lowered section of counter that would permit a wheelchair or a fixed chair the opportunity to be served in a seated position.

SECTION 6: PLANNING DEPARTMENT ACCESSIBILITY PLANNING

6.0 Overview – Planning Department

6.0.1 Environmental Scan

(What are the high level issues you see in the coming year for your department in terms of accessibility?)

Providing access at public meetings to reduce/minimize physical, architectural, informational and communication barriers

Ensuring informational and communicational barriers for the range of documents and reports produced are minimized

6.0.2 Our Customers

(Who are the people your Department tends to serve? What are their issues, needs, etc? Do you provide any specific services that are targeted at persons with disabilities?)

Residents of East Gwillimbury

Council

Other Town Departments

Development Industry

Local Businesses

Public Agencies i.e. school boards, conservation authority, utilities, health and safety organizations

Human resource providers

6.0.3 Accessibility Statement

(What generally do you plan to do as a Department to meet the accessibility needs of your customers? How will this improve customer service and the quality of the service you provide?)

The Planning Department will commit to serve all of our customers to the best of our ability, taking into consideration their accessibility needs and our ability to address those needs. We will actively consider the accessibility needs of current and future residents when reviewing and updating our planning policies and by-laws.

In cooperation with all other corporate departments, we will work in partnership to minimize and/or eliminate barriers to access.

6.1 Barrier Identification

Barrier Identification for 2003/04 – Mandatory

What By-laws, policies and practices will you review in the coming year in order to identify barriers to persons with disabilities?	What method will you use to identify the barrier?	Resources Required¹⁰ (Human or Financial)	Timing¹¹ (When will this be completed)
<i>Review Comprehensive Zoning By-law</i>	<i>Will review taking into consideration consultation with Accessibility Committee and Building Department</i>	<i>Will require additional human and financial resources</i>	2004
<i>Review Site Plan and Plan of Subdivision Requirements for Accessibility Standards</i>	<i>Will review taking into consideration consultation with Accessibility Committee</i>	<i>Will require additional human and financial resources</i>	2004
<i>Review Website, as site pertains to Planning</i>	<i>Establish criteria for ease of use by visually impaired</i>	<i>May require specific expertise</i>	

SECTION 7: BUILDING AND BY-LAWS DEPARTMENT ACCESSIBILITY PLANNING

7.0 Overview – Building and By-laws Department

7.0.1 Environmental Scan

(What are the high level issues you see in the coming year for your department in terms of accessibility?)

Low level counter

7.0.2 Our Customers

(Who are the people your Department tends to serve? What are their issues, needs, etc? Do you provide any specific services that are targeted at persons with disabilities?)

Public at large

No direct targeting

7.0.3 Accessibility Statement

(What generally do you plan to do as a Department to meet the accessibility needs of your customers? How will this improve customer service and the quality of the service you provide?)

The Building and By-laws Department is committed to serving all of its customers to the best of its ability, taking into consideration the customer's accessibility needs.

7.1 Review of Past Initiatives

What barrier was identified?¹²	What type of barrier was it?¹³	Disability Type¹⁴	How were these barriers addressed?¹⁵
<i>Disabled Parking</i>		<i>Physical</i>	<i>Larger Spaces More Spaces</i>

7.2 Barrier Identification

Barrier Identification for 2003/04 – Mandatory

What By-laws, policies and practices will you review in the coming year in order to identify barriers to persons with disabilities?	What method will you use to identify the barrier?	Resources Required¹⁶ (Human or Financial)	Timing¹⁷ (When will this be completed)

7.3 List of Past Departmental Initiatives

Brainstorm and list all of the initiatives carried out by your Department in your core businesses in the last five years to identify, remove or prevent barriers to accessibility for persons with disabilities.

Revised the standards in the Parking By-law to provide larger disabled parking spaces and a greater number

Apply Ontario Building Code Standards to new buildings to ensure Ontarians With Disabilities Act Criteria are met

7.4 List of programs, policies, procedures, and services that may contain barriers

Brainstorm and list all of the barriers to accessibility for persons with disabilities identified by your Department in your core businesses that may be addressed in 2003/04.

SECTION 8: CORPORATE SERVICES / MUNICIPAL CLERK DEPARTMENT ACCESSIBILITY PLANNING

8.0 Overview – Corporate Services / Municipal Clerk Department

8.0.1 Environmental Scan

(What are the high level issues you see in the coming year for your department in terms of accessibility?)

Technological: web site content, e-government services delivery and accessibility to same.

Human resources: accommodation of Corporation's current and future staff's accessibility requirements

Participation in Democratic Process: accommodation of requirements to ensure public full participations in the democratic process

8.0.2 Our Customers

(Who are the people your Department tends to serve? What are their issues, needs, etc? Do you provide any specific services that are targeted at persons with disabilities?)

External ratepayer communities

General Public

Internal (Corporate Services)

8.0.3 Accessibility Statement

(What generally do you plan to do as a Department to meet the accessibility needs of your customers? How will this improve customer service and the quality of the service you provide?)

Review current service delivery methods and analyze/identify methods of providing accessibility to same.

Review current accessibility means/tools to ensure full accommodation of all staff and to ensure the full participation of the public in the democratic process of local government

8.1 Review of Past Initiatives

What barrier was identified?	What type of barrier was it?	Disability Type	How were these barriers addressed?
<i>Unable to enter Polling Station to vote at Municipal Elections</i>	<i>Physical and architectural</i>	<i>Physical and other</i>	<i>Deputy returning Officer would take the ballot/box out to the person's vehicle in order for them to be able to vote</i>
<i>Agenda/Minutes text font to small to read</i>	<i>Informational</i>	<i>Sensory</i>	<i>Use larger font size for agenda/minute text</i>
<i>Unable to access services in person and/or over the phone</i>	<i>Technological</i>	<i>Sensory, physical and other</i>	<i>Review content and presentation and analyze e-government applications</i>
<i>Unable to accommodate staff and the public for full participation in employment or the democratic process respectively</i>	<i>All</i>	<i>All</i>	<i>Review and analyse barriers and means to accommodate</i>

8.2 Barrier Identification

What By-laws, policies and practices will you review in the coming year in order to identify barriers to persons with disabilities?	What method will you use to identify the barrier?	Resources Required ¹⁸ (Human or Financial)	Timing ¹⁹ (When will this be completed)
<i>Voting methods for Municipal Election</i>	<i>Consultation with members of the East Gwillimbury Accessibility Committee</i>	<i>Financial and Human TBD</i>	<i>Initial investigation summer 2003 for possible use for advance Polls. Subsequent dependant on Budget and other various</i>
<i>Advertisement for recruitment</i>	<i>Consultation with members of the East Gwillimbury Accessibility Committee</i>	<i>Human</i>	
<i>Accommodations for staff with disabilities</i>	<i>Consultation with members of the East Gwillimbury Accessibility Committee and analysis</i>	<i>Human and Financial TBD</i>	<i>1-2 yrs analysis and Department recruitment</i>
<i>Safety – Evacuation procedures</i> * PRIORITY *	<i>Consultation with members of the East Gwillimbury Accessibility Committee and analysis</i>	<i>Human and Financial</i>	<i>Implementation TBD ASAP</i>

<i>Review web content and delivery and e-government</i>	<i>Consultation with members of the East Gwillimbury Accessibility Committee and analysis</i>	<i>Human and Financial TBD</i>	<i>Implementation TBD – Start ASAP – Subject to funding Human Resources</i>
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8.3 List of Past Departmental Initiatives

Brainstorm and list all of the initiatives carried out by your Department in your core businesses in the last five years to identify, remove or prevent barriers to accessibility for persons with disabilities.

NA

8.4 List of programs, policies, procedures, and services that may contain barriers

Brainstorm and list all of the barriers to accessibility for persons with disabilities identified by your Department in your core businesses that may be addressed in 2003/04.

Information:

Reception Area (Lobby)

Reception Area (Corporate Services Dept.)

Customer Service:

How would you like us to communicate with you?

Web Site

Town page ad (Era Banner)

Health and Safety – Evacuation

Human resources

Recruitment

Accommodation of disability

*Telephones/computer/seating/workstations components/furniture
Sensitivity training for staff in interacting with people with disabilities*

*Purchasing
Procurement procedures/guidelines/specifications/standards*

SECTION 9: ENGINEERING DEPARTMENT ACCESSIBILITY PLANNING

9.0 Overview – Engineering Department

9.0.1 Environmental Scan

(What are the high level issues you see in the coming year for your department in terms of accessibility?)

*Counter height
Lighting
Would suggest that a specialist do a building inventory for accessibility issues*

9.0.2 Our Customers

(Who are the people your Department tends to serve? What are their issues, needs, etc? Do you provide any specific services that are targeted at persons with disabilities?)

*Residents, consultants & contractors and developers
Problem resolution, quick response and information provisions, infrastructure upgrade and maintenance
No service specifically for persons with disabilities other than curb cuts at intersections for wheelchairs.*

9.0.3 Accessibility Statement

(What generally do you plan to do as a Department to meet the accessibility needs of your customers? How will this improve customer service and the quality of the service you provide?)

7/24 service ensures that any emergencies are dealt with as quickly as possible

9.1 Review of Past Initiatives

What barrier was identified?	What type of barrier was it?	Disability Type	How were these barriers addressed?

With our department there does not appear to be any barriers, HOWEVER, I believe the Town needs an expert in this area to do an inventory and propose remedies for any barriers.

9.2 Barrier Identification

Barrier Identification for 2003/04 – Mandatory

What By-laws, policies and practices will you review in the coming year in order to identify barriers to persons with disabilities?	What method will you use to identify the barrier?	Resources Required ²⁰ (Human or Financial)	Timing ²¹ (When will this be completed)
<i>Planning and By-laws should perhaps review zoning by-laws once specific criteria in known for such things as XXXXXXXX? and setbacks etc.</i>	<i>We need professional assistance to determine the not so obvious</i>	<i>Specialist in the field to do an inventory</i>	
<i>Need professional assistance to ascertain what infrastructure other than depressed curbs should be in place or changed</i>			

<i>The Region should initiate audible signals controllers at signalized intersections</i>			

9.3 List of Past Departmental Initiatives

Brainstorm and list all of the initiatives carried out by your Department in your core businesses in the last five years to identify, remove or prevent barriers to accessibility for persons with disabilities.

*Curb cuts at intersections (initiated more than 5yrs ago)
 Sidewalk/paved boulevards are added each year as budget permits to allow access for all citizens*

9.4 List of programs, policies, procedures, and services that may contain barriers

Brainstorm and list all of the barriers to accessibility for persons with disabilities identified by your Department in your core businesses that may be addressed in 2003/04.

*Need professional assistance for guidelines
 Planning should review the zoning by-law for set back requirements
 Automatic door openers
 Change door knobs to lever type
 Change taps to single lever*

SECTION 10: **LIBRARY**

10.0 Overview – Library

10.0.1 Environmental Scan

(What are the high level issues you see in the coming year for your department in terms of accessibility?)

To provide improved remote access to the library catalogue through a web interface

To enhance the collection with new alternate format materials and access to information on this topic

10.0.2 Our Customers

(Who are the people your Department tends to serve? What are their issues, needs, etc? Do you provide any specific services that are targeted at persons with disabilities?)

The Library serves the public of all ages in the provision of library services and programs:

Residents of East Gwillimbury

Schools and Daycares

10.0.3 Accessibility Statement

(What generally do you plan to do as a Department to meet the accessibility needs of your customers? How will this improve customer service and the quality of the service you provide?)

The East Gwillimbury Public Library commits to serving all patrons to the best of its ability, taking into consideration their accessibility needs and the library's ability to address those needs. The library commits to increasing knowledge of ways that makes the facilities, the collections and the library services more accessible to all members of the community.

10.1 Review of Past Initiatives

What barrier was identified?	What type of barrier was it?	Disability Type	How were these barriers addressed?
<i>Service</i>	<i>Physical</i>	<i>Physical</i>	<i>Library stacks spaced to provide wheelchair access</i>
<i>Service</i>	<i>Informational</i>	<i>Sensory</i>	<i>Acquisition of library materials in alternate formats</i>
<i>Service</i>	<i>Physical</i>	<i>Physical</i>	<i>Provision of furniture at both standing and wheelchair height</i>
<i>Facility</i>	<i>Physical</i>	<i>Physical</i>	<i>Installation of automatic door opener at Mount Albert Library</i>

A list of past departmental initiatives

The library community has recognized the need for an accessible and barrier-free environment in libraries for years. In 1986 guidelines for library design were published and in 1997 guidelines for library and information services for people with disabilities were published. The following initiatives may have been in place for more than five years to prevent barriers to accessibility for persons with disabilities:

Stack aisle widths to provide wheelchair access

Acquisition of alternate forms of library materials such as a Large Print books, Books on Tape/CD's on Tape, Videos/DVD's, Kits (Text and Tape) and Music collections

Provision of public access catalogues, Internet and CD Rom workstations at both standing and sitting height

Provision of automatic door opener at the Mount Albert Library site.

10.2 Barrier Identification for 2003-04 – Mandatory

Barriers identified	Barrier type	Gain by removal or preventing barrier
<i>Access to Library Catalogue</i>	<i>Technological/ Informational</i>	<i>Improved remote access through Web interface for mobility impaired</i>
<i>Collection Development</i>	<i>Policy/Practice</i>	<i>Enhanced collections in alternate formats of library materials for sensory and cognitively impaired and of accessibility information for all</i>
<i>Marketing and Publicity Library displays and library brochure</i>	<i>Service</i>	<i>Library resources on this topic highlighted for all and library brochure created in larger font for visually impaired</i>

Means to prevent/remove Barrier	Indicators of success	Timing
<i>Upgrade to web interface</i>	<i>Increase number of users</i>	<i>3rd quarter 2004</i>
<i>Purchase new materials in alternate formats and on this topic</i>	<i>Increased circulation patron satisfaction</i>	<i>4th quarter, 2003</i>
<i>Graphic redesign of brochure</i>	<i>Patron satisfaction</i>	<i>3rd quarter, 2003</i>
<i>Library display</i>	<i>Patron satisfaction</i>	<i>4th quarter, 2003</i>
<i>Redesign of Holland Landing Circulation Desk to provide two-tier access</i>	<i>Patron satisfaction</i>	<i>3rd quarter, 2003</i>

10.3 List of Past Departmental Initiatives

Brainstorm and list all of the initiatives carried out by your Department in your core businesses in the last five years to identify, remove or prevent barriers to accessibility for persons with disabilities.

10.4 List of programs, policies, procedures, and services that may contain barriers

Brainstorm and list all of the barriers to accessibility for persons with disabilities identified by your Department in your core businesses that may be addressed in 2003/04.

Library Design

automatic door openers for Holland Landing Library

Collection Development

*continue to purchase library materials in alternate formats as budget permits
collect information on government or community services in alternate formats as available*

collect information about local service providers such as directories and self-help groups

collect information on the different disabilities including medical, educational and legal information

Services

provide access at both sites to the East Gwillimbury Accessibility Plan when available

enhance remote access to the library catalogue through web interface

explore partnership opportunities with other service providers such as the CNIB in the provision of materials continue customer service accommodation by assisting patrons in searching for materials, retrieving materials, ...

long range planning could explore the feasibility of a Homebound Service

review library programs to accommodate more participants with disabilities

Equipment

research and plan for a dedicated workstation with the appropriate adaptive technology to assist visually, hearing or motor impaired users

Funding

look for grant/funding opportunities to assist with adaptive technology purchases, increased purchase of alternate format collections, training of staff

Marketing and Publicity

*create a library display on this topic and highlight library resources
create selected library publicity in a larger font size*

Staff Training

look for staff workshops regarding accommodating the needs of people with disabilities

Transportation

explore partnership with York Region Transit system to provide transportation to the library for the disabled ie. community/mobility bus stop

Policy

review the mission statement to include the concept of equality of access to services

SECTION 11: PARKS AND RECREATION

The Parks and Recreation Department is responsible for the maintenance of all of the public Town buildings. It has been difficult to find the resources to complete a proper inventory and review of the facilities in the Town and in particular the four buildings highlighted by the East Gwillimbury Accessibility Advisory Committee as priority buildings have not yet been reviewed. It is the intention of Staff that upon approval of this Plan a consultant will be retained to conduct a full accessibility audit of the four primary buildings (Civic Centre, Sharon Arena, Ross Family Complex [Mount Albert] and Holland Landing Community Centre). The audit will allow appropriate budget allocations for 2004 and future years to retrofit Town facilities to allow them to be more accessible than they are. The review will include utilization of publications such as “Clearing the Path” and CSA Standard B480-02 “Customer Service Standard for People With Disabilities”.

The Town has completed a renewal of Anchor Park in Holland Landing in 2003 and during the process a number of accessibility features were built into the Park including special concrete parking areas, special surfaces on the pathways and playground surfaces to accommodate wheelchairs and a number of accessibility features on the play structure.

The Town has also successfully raised funds to install automatic entrance doors at the Civic Centre and the Holland Landing Community Centre. Subject to funding approvals the North Union Community Centre will be retrofitted with accessible washrooms.