



East Gwillimbury

Town of East Gwillimbury Multi-Year
Accessibility Plan 2025 Annual Status Report

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Introduction

The Town of East Gwillimbury (EG) is dedicated to ensuring that all legislated obligations under the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code are met in a timely manner and that compliance is maintained.

The Town's Multi-Year Accessibility Plan (MYAP) outlines the Town's goals and initiatives to maintain compliance with the AODA and, through the identification and removal of barriers, improve accessibility for people with disabilities in EG. The MYAP covers the period from 2023 to 2027 and includes six categories for AODA standards: general requirements, customer service, information and communications, employment, design of public spaces and the built environment, and transportation. The MYAP also includes initiatives that go beyond the minimum requirements of the AODA and reflect EG's commitment to creating a barrier-free community.

The 2025 Status Report highlights the key actions taken from January 1 to December 31, 2025, to implement the Town's MYAP and enhance accessibility across the town. The status report is [posted on the Town's website](#) and will be made available in alternative formats upon request.

To request this report in an alternate format, please contact customerservice@eastgwillimbury.ca or phone [905-478-4282](tel:905-478-4282).

Summary

Since 2024, the year the MYAP launched, EG made significant progress in enhancing accessibility. Key accomplishments in 2025 include:

- The Town utilized the results of a 2024 Rick Hansen Foundation accessibility audit to apply for funding of \$611,500 dollars under the province's Community Sport and Recreation Infrastructure Fund (CSRIF), which is cost shared up to 50% with municipalities excluding tax. The CSRIF provides funding to help communities build, repair, and upgrade sport and recreation facilities. The Foundation's assessment resulted in an accessibility rating of 50% out of 100%, so CSRIF funding will be used for capital improvements to achieve certification. Planned improvements include accessibility retrofits such as wayfinding signage, bathroom improvements, and an interior ramp construction. The Foundation requires a final rating score of at least 60% to achieve its certification, with 80% and higher being regarded as the gold standard.
- In 2025, the Town initiated the development of a procedure for creating accessible content and conducted a review of PDF documents on its website to ensure compliance with the AODA and the Web Content Accessibility Guidelines (WCAG). The Creating Accessible Content procedure was approved and launched across the corporation in November 2025.
- A Creating Accessible Content training was created and launched on the Town's Learning Management System in November 2025. The training was made mandatory for all staff who have administrative duties and is accessible as optional learning for all other staff. As per the Creating Accessible Content procedure, supervisors identified employees to complete advanced accessible document training through a college course.
- To support the work of ensuring documents are created according to the standards identified in the Creating Accessible Content procedure, corporate-wide templates were sent to an external company for remediation. This will help to ensure that documents generated from the templates can be more easily made accessible.
- On October 18 and 19, 2025, the Town's Accessibility Advisory Committee to Council (AAC) ran a booth at the opening weekend of the Health and Active Living Plaza. At the booth, the AAC promoted the Treat Accessibility campaign for the first time, raising awareness about wise accessibility practices on Halloween by handing out lawn signs and accessible trick or treating tipsheets. The booth itself also served as the Town's first accessible trick or treating station, handing out treats and other items to the community.

Percentage of Completion

As of November 2025, the Town has completed or started work on 17 out of the 23 MYAP initiatives, representing approximately 74% of the total initiatives. This is up from 60% in 2024. The table below summarizes the status of the MYAP initiatives, and the progress made to date.

Standard	# of Initiatives	Initiatives Completed	Initiatives In-progress	Initiatives Pending	% Completed or In-Progress
1. General Accessibility	3	1	1	1	67%
2. Customer Service	4	1	1	2	50%
3. Information and Communications	5	3	2	0	100%
4. Employment	2	1	1	-	100%
5. Design of Public Spaces and the Built Environment	6	1	5	0	100%
6. Transportation	3	-	-	3	0%
Total	23	7	10	6	74%

Progress to Date

This section of the report provides an overview of the progress EG has made on each of the accessibility goals and initiatives outlined in the 2023 - 2027 MYAP.

1. General Requirements

The following section provides updates on MYAP initiatives related to general requirements.

Status of General Requirement Initiatives

Completed

- Initiative 1.2: Review and update the Town's Accessibility Policy.

In-Progress

- Initiative 1.3: Formalize process for bringing items to the Accessibility Advisory Committee of Council (AAC) for review and input.

Pending

- Initiative 1.1: Review and update the procurement process to include requirements for AODA compliant goods, services, and facilities.

Highlights

In 2025, EG continued its review of the process for bringing items to the Accessibility Advisory Committee (AAC) for consultation, as outlined in the AODA and its standards. With the insights gained from these consultations, the Town plans to formalize the process in 2026, ensuring that the AAC is appropriately consulted on relevant projects to enhance accessibility and inclusivity in the community.

2. Customer Service

The following section provides updates on customer service-related initiatives within the MYAP.

Status of Customer Service Initiatives

Completed

- Initiative 2.4: Investigate opportunities to offer more recreation programs for persons with disabilities.

In-Progress

- Initiative 2.2: Review and update the Town's Accessible Customer Service policy.

Pending

- Initiative 2.1: Review, and where necessary, make improvements to the Town's Notice of Temporary Disruption process.

- Initiative 2.3: Formalize and communicate the Town's process for responding to feedback.

Highlights

In addition to the sledge hockey drop-in program that was introduced at the East Gwillimbury Sports Complex in 2024, in 2025, staff started to work on a more fulsome Adapted EG program. This program includes drop-in social programming for children and youth with disabilities and adapted swimming lessons. The Accessibility, Indigeneity, and Equity Coordinator helped to design staff training for EG Adapted programming which was delivered to recreation and events staff in 2025. Adapted Swimming lessons have been launched and are available in the Town's new Health and Active Living Plaza in Fall 2025. Also, the Town's Accessibility Advisory Committee of Council led the Town's first accessible Halloween trick or treat station on October 18 and 19, 2025 at the newly opened Health and Active Living Plaza. This work supports initiative 2.4 and reflects the Town's ongoing commitment to providing inclusive and accessible recreation programs for persons with disabilities.

3. Information and Communications

The following section provides updates on information and communications-related initiatives within the MYAP.

Status of Information and Communications Initiatives

Completed

- Initiative 3.1: Create a corporate procedure for the creation of accessible documents.
- Initiative 3.2: Create a corporate procedure for accessible web content that will include the process involved to effectively audit and maintain Town websites to ensure accessibility requirements are met.
- Initiative 3.3: Enhance AODA training for website content managers and social media content creators.

In-Progress

- Initiative 3.4: Perform regularly scheduled audits and maintenance of the eastgwillimbury.ca and advantageeg.ca websites and their content to ensure continued compliance with the AODA and Web Content Accessibility Guidelines (WCAG).
- Initiative 3.5: Review and update the Town's process for responding to requests for alternative formats.

Highlights

In 2025, a procedure for creating accessible content was created and implemented. This procedure applies to public-facing and employee-facing content, including content posted to the Town's website and social media channels. It outlines best practices and standards for creating, publishing, and checking accessible content, as well as the roles and responsibilities of content creators. The rollout of the procedure included communication updates to employees and training for applicable staff to ensure effective implementation and compliance. The training "Creating Accessible Content" was provided by a college to staff who primarily have administrative duties within each department. A more basic training for all EG staff with administrative duties was created on the Town's LMS and made mandatory for all staff with administrative duties.

4. Employment

The following section provides updates on employment-related initiatives within the MYAP.

Status of Employment Initiatives

Completed

- Initiative 4.1: Update and provide AODA related training to staff, Members of Council, and volunteers, as required.

In-Progress

- Initiative 4.2: Review and update accommodation and return-to-work policies and procedures to ensure they reflect legislation and best practices.

5. Design of Public Spaces and the Built Environment

The following section provides updates on MYAP initiatives related to design of public spaces and the built environment.

Status of Design of Public Spaces and the Built Environment Initiatives

Completed

- Initiative 5.1: Continue to ensure new or redeveloped public spaces comply with AODA and accessible design standards.

In-Progress

- Initiative 5.2: Provide Council with a multi-year facility improvement plan to make Town facilities meet or exceed current standards where feasible. The plan will be based on an

accessibility audit of Town facilities which prioritizes facilities with the most public access.

- Initiative 5.3: Provide Council with a multi-year improvement plan to make Town trails meet or exceed current standards where feasible. The plan will be based on an accessibility audit and will prioritize the Town's most heavily used trails.
- Initiative 5.5: Review the Town's event spaces and practices to identify areas of improvement related to accessibility and the removal of barriers for those in attendance.
- Initiative 5.6: Integrate accessibility features into new parks and playground structures.
- Initiative 5.4: Improve access to accessible washrooms near outdoor amenities such as sports fields, playgrounds, etc.

Highlights

The Town successfully received \$611,500 from the Community Sport and Recreation Infrastructure Fund for accessibility-related renovations of the EG Sports Complex. Construction is expected to begin in 2026. Moving forward, the Town will continue to conduct accessibility audits of its facilities and use this information to develop a multi-year facility improvement plan, with related capital improvements incorporated in the annual budget process.

6. Transportation

The following section provides updates on MYAP initiatives related to transportation.

Status of Transportation Initiatives

Pending

- Initiative 6.1: Review and, where necessary, update Taxi Licensing by-law to ensure it reflects current AODA requirements.
- Initiative 6.2: Communicate and promote accessible transit options in East Gwillimbury.
- Initiative 6.3: Where possible, liaise with York Region Transit to improve accessible transit within and around East Gwillimbury.

Conclusion

In 2025, the Town continued to build on the foundation laid in 2024, making significant strides in various initiatives. The Town is committed to building a more accessible and inclusive community for all residents, visitors, and staff and will continue its efforts to remove barriers and create opportunities for people with disabilities.

The Town would like to thank the members of the EG Accessibility Advisory Committee, Town staff, and the public for their valuable input and feedback on the Plan and its implementation. Together, we can make East Gwillimbury a place where everyone can participate fully and enjoy the quality of life they deserve.

To request a copy of this report in an alternative format or to send us your comments or questions, please contact customerservice@eastgwillimbury.ca or phone us at [905-478-4282](tel:905-478-4282).