



**TOWN OF AMHERSTBURG  
ACCESSIBILITY ADVISORY COMMITTEE MEETING**

**AGENDA**

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**Council Chambers  
271 Sandwich Street South, Amherstburg, ON, N9V 2A5**

**Tuesday, April 14, 2026  
5:00 PM**

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**Pages**

- 1. CALL TO ORDER**
- 2. ROLL CALL**
- 3. DISCLOSURE OF PECUNIARY INTEREST & GENERAL NATURE THEREOF**
- 4. LAND ACKNOWLEDGMENT**

We will begin by acknowledging that the land on which we gather is the traditional territory of the Three Fires Confederacy of First Nations (comprising the Ojibway, the Odawa, and the Potawatomie Peoples), and of the Huron-Wendat and Wyandot Peoples. We recognize the land as an expression of gratitude to those whose traditional territory we reside on, and a way of honouring the Indigenous people who have been living and thriving on the land since time immemorial. We value the significant historical and contemporary contributions of local and regional First Nations and all of the Original Peoples of Turtle Island.

## 5. MINUTES OF PREVIOUS MEETING

### 5.1 Amherstburg Accessibility Advisory Committee Meeting Minutes - February 26, 2026

4

That the Amherstburg Accessibility Advisory Committee meeting minutes of February 26, 2026 **BE ADOPTED**.

## 6. DELEGATIONS

## 7. ORDER OF BUSINESS

### 7.1 2026 Multi-Year Accessibility Plan

7

It is recommended that:

1. The report entitled 2026 Multi-Year Accessibility Plan, **BE RECEIVED** for information.
2. The Town of Amherstburg's 2026 Multi-Year Accessibility Plan **BE ENDORSED**.

### 7.2 National AccessAbility Week Update

## 8. UNFINISHED BUSINESS

## 9. NEW BUSINESS

## 10. ADJOURNMENT

That the Committee **ADJOURN** at \_\_\_\_\_ p.m.



**TOWN OF AMHERSTBURG**  
**ACCESSIBILITY ADVISORY COMMITTEE MEETING**  
**MINUTES**

**Thursday, February 26, 2026**

**5:00 P.M.**

**Council Chambers**

**271 Sandwich Street South, Amherstburg, ON, N9V 2A5**

PRESENT                      Shirley Curson Prue - Chair  
                                      Tony Pietrangelo - Vice Chair  
                                      Councillor Donald McArthur  
                                      Christine Easterbrook  
                                      Christopher Drew

STAFF PRESENT              Kevin Fox - Staff Liaison, Clerk

ABSENT                        Marc Renaud  
                                      Emily Rutherford (*Regrets*)

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**1. CALL TO ORDER**

The Chair called the meeting to order at 5:01 p.m.

**2. ROLL CALL**

**3. DISCLOSURE OF PECUNIARY INTEREST & GENERAL NATURE THEREOF**

*There were no disclosures noted.*

**4. LAND ACKNOWLEDGMENT**

The following was read, “We will begin by acknowledging that the land on which we gather is the traditional territory of the Three Fires Confederacy of First Nations (comprising the Ojibway, the Odawa, and the Potawatomie Peoples), and of the Huron-Wendat and Wyandot Peoples. We recognize the land as an expression of gratitude to those whose traditional territory we reside on, and a way of honouring the Indigenous people who have been living and thriving on the land since time immemorial. We value the significant historical and contemporary contributions of local and regional First Nations and all of the Original Peoples of Turtle Island.”

**5. MINUTES OF PREVIOUS MEETING**

**5.1 Amherstburg Accessibility Advisory Committee Meeting Minutes - January 22, 2026**

**Moved by** C. Drew

**Seconded by** T. Pietrangelo

That the Amherstburg Accessibility Advisory Committee meeting minutes of January 22, 2026 **BE ADOPTED**.

The Chair put the motion.

**Motion Carried**

**6. DELEGATIONS**

*There were no delegations.*

**7. ORDER OF BUSINESS**

**7.1 H. Murray Smith Centennial Park Redevelopment Update**

**7.2 Accessible On-Street Parking Space**

**7.3 2026-2030 Multi-Year Accessibility Plan Draft**

**7.4 Multi-Year Accessibility Plan Survey Results 2026**

**8. UNFINISHED BUSINESS**

**9. NEW BUSINESS**

**Moved by** C. Drew

**Seconded by** T. Pietrangelo

That the Amherstburg Accessibility Advisory Committee **CONTRIBUTE** a ramp to the Co-An Park Board.

The Chair put the motion.

**Motion Carried**

**10. ADJOURNMENT**

**Moved by** T. Pietrangelo

**Seconded by** C. Drew

That the Committee **ADJOURN** at 6:00 p.m.

The Chair put the motion.

**Motion Carried**

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Shirley Curson-Prue - Chair

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Kevin Fox - Clerk



THE CORPORATION OF THE TOWN OF AMHERSTBURG

OFFICE OF THE CAO

Mission Statement: As stewards of the Town of Amherstburg, we strive to improve the quality of life of all residents through the delivery of effective, efficient, and affordable services.

Table with 2 columns: Author's Name, Report Date, Author's Phone, Date to Committee, Author's E-mail, Resolution #.

To: Amherstburg Accessibility Advisory Committee

Subject: 2026 Multi-Year Accessibility Plan

1. RECOMMENDATION:

It is recommended that:

- 1. The report entitled 2026 Multi-Year Accessibility Plan, BE RECEIVED for information.
2. The Town of Amherstburg's 2026 Multi-Year Accessibility Plan BE ENDORSED.

2. BACKGROUND:

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) establishes standards which guide municipalities in identifying and removing barriers to accessibility. These standards are outlined in Ontario Regulation 191/11: Integrated Accessibility Standards (IASR).

As a general requirement of the IASR, municipalities must develop a Multi-Year Accessibility Plan to outline the organization's strategy to prevent and remove barriers to accessibility. The Plan must be reviewed and updated every five years, in consultation with their Accessibility Advisory Committee and persons with disabilities.

3. DISCUSSION:

In January 2026, the Town began the review and consultation process to update the Multi-Year Accessibility Plan. The Amherstburg Accessibility Advisory Committee was consulted on the timeline for reviewing and updating the plan and discussed topics to

include on the public survey. The survey was launched on Talk the Burg, with paper copies available by request, on January 26, 2026, and was open until February 20, 2026.

A multi-media communication campaign also accompanied the consultation process with a news story and banner featured on the Town's website, advertising in the River Town Times, social media posts, as well as advertising on the Town's Digital Gateway signs. The Plan was informed by feedback gathered from consultation with the public, the AAAC, and Town Staff, and aligned with best practice research and strategic Town documents to develop the initiatives and activates outlined in the 2026 update.

The 2026–2031 Multi-Year Accessibility Plan is organized to be consistent with the five key areas of the IASR:

1. Customer Service
2. Information and Communication
3. Employment
4. Design of Public Spaces
5. Transportation

The Town of Amherstburg's 2026 Multi-Year Accessibility Plan highlights the Town's strategic approach to continue to meet, and where possible, exceed the requirements under the AODA and the IASR. The updated plan reaffirms the Town's commitment to identifying, preventing, and removing barriers to accessibility as we continue to build a more accessible and inclusive community for everyone. The plan builds on previous accessibility efforts and outlines how the Town will continue to remove barriers and improve accessibility to the Town's services, programs, and facilities over the next five years.

In total, the Plan outlines 57 accessibility initiatives that will serve as strategic guidance. The Plan is intended to be a living document with the initiatives being revised and updated as consultations progress and municipal priorities evolve. Progress on these initiatives will be monitored and reported on an ongoing basis as the Town continues to build an inclusive community for residents and visitors of all abilities.

#### **4. RISK ANALYSIS:**

A Multi-Year Accessibility Plan communicates the Town's commitment to accessibility and the reduction or removal of barriers and increases access to goods and services provided by the Town. Its adoption provides for a detailed plan of how the Town will continue to meet its obligations in law. The Town is obligated to undertake a review at least once every five years, and to consult with the committee and public on the plan in that timeframe.

The Town of Amherstburg goes beyond these requirements, conducting annual consultations and the required annual reporting on progress to achieve on those objectives. Adding to the plan as required as a living document. While there is a risk that the Town would be non-compliant if it failed to adopt a plan within a five-year review period, these activities are designed for a higher than legislative standard, as is typical of the Town of Amherstburg's focus on being an accessible and inclusive community.

**5. FINANCIAL MATTERS:**

There are no financial impacts associated with the recommendations in this report. Any financial component of the initiatives outlined in this report will be addressed during the annual budget process and/or have been considered as part of the Town’s Capital Budget planning.

**6. ASSET MANAGEMENT IMPACTS:**

There are no asset management impacts associated with the recommendations in this report. Any asset management impact of the initiatives outlined in this report will be addressed through the annual budget process and/or as the initiatives are planned.

**7. CONSULTATIONS:**

Amherstburg Accessibility Advisory Committee  
Senior Management Team

Public engagement with stakeholder groups

**8. CORPORATE STRATEGIC ALIGNMENT:**


*Vision: Preserving our past while forging our future.*

<b>AMHERSTBURG COMMUNITY STRATEGIC PLAN 2022 - 2026</b>	
<p><b>PILLAR 1</b> Deliver Trusted &amp; Accountable Local Government</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Improve trust between council and staff, and residents, by strengthening governance and internal accountability structures.</li><li><input type="checkbox"/> Deliver transparent and efficient financial management.</li><li><input type="checkbox"/> Increase effective communication and engagement with residents.</li><li><input type="checkbox"/> Develop our staff team, resources, and workplace culture.</li><li><input checked="" type="checkbox"/> Continue to deliver strong core municipal services.</li><li><input checked="" type="checkbox"/> Ensure Amherstburg is an inclusive accessible and welcoming community committed to reconciliation.</li></ul>	<p><b>PILLAR 3</b> Encourage Local Economic Prosperity</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Encourage development of commercial and industrial lands.</li><li><input type="checkbox"/> Continue to promote local tourism industry, especially overnight accommodation.</li><li><input type="checkbox"/> Continue to facilitate downtown development for residents and visitors.</li><li><input type="checkbox"/> Continue to leverage partnership opportunities with other provincial, federal, and local governments, agencies, and organizations.</li></ul>

<p align="center"><b>PILLAR 2</b> <b>Invest in Community Amenities and Infrastructure</b></p>	<p align="center"><b>PILLAR 4</b> <b>Shape Growth Aligned with Local Identity</b></p>
<ul style="list-style-type: none"> <li>✓ Maintain safe, reliable and accessible municipal infrastructure and facilities.</li> <li><input type="checkbox"/> Increase access to recreation opportunities for all ages.</li> <li><input type="checkbox"/> Finalize and execute plans for town-owned lands (e.g. Duffy’s site, Belle Vue)</li> <li><input type="checkbox"/> Create public access to water and waterfront</li> <li><input type="checkbox"/> Prioritize opportunities to reduce environmental impacts of Town operations and increase Town resilience to climate change.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Define and communicate a vision for the Town’s future and identity.</li> <li><input type="checkbox"/> Promote and plan for green and “climate change ready” development.</li> <li><input type="checkbox"/> Review and implement policies that promote greater access to diverse housing.</li> <li><input type="checkbox"/> Protect the Town’s historic sites and heritage.</li> <li><input type="checkbox"/> Preserve the Town’s greenspaces, agricultural lands, and natural environment.</li> </ul>

**9. CONCLUSION:**

The update to the Multi-Year Accessibility Plan is recommended to endorsed by the Committee and move forward for adoption by Council and for further recommendations and implementation elements to come forward throughout the term of its application to the Committee and Council.



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Kevin Fox  
**Municipal Clerk / Risk Manager**



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Selena Scebba  
**Policy and Committee Coordinator**



**AMHERSTBURG**  
ONTARIO, CANADA  
EST. 1796



# Multi-Year Accessibility Plan

2026 – 2031

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## Introduction

The Town of Amherstburg is committed to fulfilling the requirements set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR)

This commitment is guided by four core principles:

1. Dignity
2. Equal Opportunity
3. Integration
4. Independence

These principles support the needs of persons as set out in the Canadian Charter of Rights and Freedoms, and the Accessibility for Ontarians with Disabilities Act, 2005.

The Town of Amherstburg's 2026–2031 Multi-Year Accessibility Plan highlights the Town's strategic approach to continue to meet, and where possible, exceed the requirements under the AODA and the IASR. The plan outlines the Town's ongoing commitment to identifying, preventing, and removing barriers to accessibility and so that people of all ages and abilities can enjoy the same opportunities as they live, work, and invest in our community.

The Town's 2026–2031 Multi-Year Accessibility Plan was developed in consultation with the Amherstburg Accessibility Advisory Committee (AAAC) and informed by feedback gathered from public consultation, Town Staff, and best practice research. The plan builds on previous accessibility efforts and outlines how the Town will continue to remove barriers and improve accessibility to the Town's services, programs, and facilities over the next five years.

## Legislative Background

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) requires municipalities with a population of over 10,000 people to establish an Accessibility Advisory Committee. As per the AODA, the majority of members on the Committee must be individuals with disabilities. The Amherstburg Accessibility Advisory Committee (AAAC) consists of seven members (7) including:

- One (1) Council Representative; and,
- Six (6) Appointed members of the public.

As per the AODA, the AAAC provides guidance and recommendations to Council and Town Staff on accessibility-related matters which include:

- Identifying barriers to accessibility of municipal services, programs, and facilities;
- Reviewing site plans and drawings as described in Section 41 of the Planning Act, 1990;
- Preparing, implementing, and monitoring the progress of the Town's Multi-Year Accessibility Plan; and,
- Providing consultation on all parkland development and redevelopment.

The AODA also establishes standards which guide municipalities in identifying and removing barriers to accessibility. These standards are outlined in Ontario Regulation 191/11: Integrated Accessibility Standards (IASR) which highlight the following five key areas:

1. Customer Service
2. Information and Communications
3. Employment
4. Transportation
5. Design of Public Spaces

As a general requirement of the IASR, municipalities must develop a Multi-Year Accessibility Plan to outline the organization's strategy to prevent and remove barriers to accessibility. The Plan must be reviewed and updated every five years, in consultation with their Accessibility Advisory Committee and persons with disabilities. Municipalities are also required to prepare an annual status report on the progress of the Plan.

In addition to these requirements, the Town strives to engage the community annually through the Multi-Year Accessibility Plan survey to gather feedback on the progress of the Plan. These are reported to Council as achievements of the AAAC attached to the Multi-Year Accessibility Plan as an appendix to demonstrate progress made.

## Message from the Mayor

The Town is committed to creating a barrier free, inclusive community for all residents, visitors, and employees to enjoy. The 2026-2031 Multi Year Accessibility Plan outlines the Town’s commitment to the Accessibility for Ontarians with Disabilities Act (AODA) while also identifying opportunities to exceed these requirements.



We have made meaningful progress in increasing accessibility and inclusion in our services, programs, and facilities over the years. This plan serves as our roadmap to continue to identify areas for improvement and remove barriers. Developed in collaboration with the Accessibility Advisory Committee, community members with disabilities and caregivers, as well as municipal staff, it outlines clear goals and actions that will guide our work in the years ahead.

Our vision is to make our community a place where everyone feels welcome, supported, and able to participate fully. We remain committed to removing barriers and enhancing accessibility so that everyone can enjoy all our community has to offer.

A handwritten signature in black ink that reads "Michael Prue". The signature is written in a cursive, flowing style.

**Mayor Michael Prue**  
Town of Amherstburg

## Message from the Amherstburg Accessibility Advisory Committee Chair

By way of context, the Accessibility Canada Act is a federal law to identify, remove and prevent barriers for persons with disabilities. The federal government adopted the Act in 2019 following years of extensive public consultation. The goal of the Act is to create a Canada without barriers by 2040. Provinces have been charged with implementing strategies and policies to fulfil their derived mandate. They in turn challenged municipalities to do the same. In Ontario municipalities with more than 10,000 residents are required to have disabilities advisory committees as part of the Ontario legislation.

On behalf of the Amherstburg Accessibility Advisory Committee, I firmly believe we have grasped this advisory role with enthusiasm. As part of our role, we regularly review site plans to ensure optimum placement of accessibility supports such as parking spaces and access routes; in addition, we conduct municipal facility and parkland audits and offer suggestions in regard to making them barrier free. But I believe we go beyond these requirements, as committee members individually traverse the Town and bring forward numerous issues they have observed where our mandate might make a positive contribution for change.

One recent example involved the recommendation to ensure accessible access to the Gibson Gallery. Our recommendation to Council resulted in a Town partnership with the Gallery Board to construct a new concrete path to the accessible back door, with the Gallery implementing landscaping and the electronic door access system. Another important recommendation involved the creation of an accessible sidewalk in the Walmart parking lot to facilitate access to the new LCBO building for those with and without mobility impairments navigating the parking lot. We also recommended strategic enhancements to the Town Information Centre including the sidewalk access which could have been a safety issue, exterior seating and washroom upgrades. We recommended a number of enhancements to improve sidewalks downtown including Victoria Street near the High School. We recommended numerous accessible picnic tables and accessible swings in children's sections of several Town parks.

We are proud that the Council and the Town have endorsed our recommendations, seeing these as meaningful contributions to fulfil their mandate. We are also pleased to note some recent changes which will support and recognize persons with "invisible" disabilities, such as the Town's partnership with Aphasia Canada. This is a significant step forward in the need to identify and remove barriers and encourages our continuing involvement.

**Shirley Curson-Prue**

Chair of the Amherstburg Accessibility Advisory Committee

## Barriers

The AODA defines a barrier as anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including a physical barrier, an architectural barrier, an information or communication barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

**Physical and Architectural Barriers** refer to features in public spaces or buildings that restrict physical access, including entry ways that do not have ramps or hallways that are too narrow for mobility devices.

**Information and Communication Barriers** occur when information is not presented in an accessible manner, such as materials with font size that is too small, or a lack of alternative formats.

**Attitudinal Barriers** stem from misconceptions or assumptions about people with disabilities and can include treating a support person as the customer, or assuming that someone with a communication related disability cannot understand or participate in a conversation.

**Technological Barriers** arise when technology is not designed or adapted to support assistive devices or software such as websites that are not formatted for screen readers, or videos virtual that do not have captions.

**Policy and Practice Barriers** may unintentionally exclude people with disabilities. For example, a practice of announcing important messages over intercom that people with hearing impairments cannot hear clearly, or public consultations that rely solely on in-person attendance may prevent individuals with mobility or sensory disabilities from participating.

By identifying and addressing these barriers, the Town of Amherstburg continues to advance its commitment to accessibility and inclusion. This understanding informs the Town's accessibility initiatives and ensures that barrier removal remains a priority in municipal planning, service delivery, and community engagement.

## Past Achievements to Remove and Prevent Barriers

The Town of Amherstburg's Multi-Year Accessibility Plans have outlined the actions that the Town would take to meet its legislative requirements. These Plans affirm the Town's commitment to meeting and wherever possible, exceeding those requirements to works towards a more accessible and inclusive community. The following sections highlights the Town's accomplishments, as guided by past versions of the Plan, and are organized to align with the key areas of the IASR.

### General

- Council adoption of the Community Based Strategic plan which includes accessibility goals and initiatives
- Review and update of the Integrated Accessibility Standards Regulations policy as required, ensuring compliance with legislation
- Reporting on the annual accomplishments of the Multi-Year Accessibility Plan
- Engaging in public consultations through surveys and meetings with the Amherstburg Accessibility Advisory Committee to gather feedback on the Multi-Year Accessibility Plan development and progress
- Ensuring accessibility criteria processes and features when procuring and acquiring goods and services
- Communicating and defining to vendors their obligations to meet accessibility requirements throughout the procurement process
- Training of Employees, Council, Committee members, and Volunteers on the Town's Integrated Accessibility Standards Regulation policy
- Established the Inclusive Community Program Advisory Steering Committee to provide recommendations relative to the Inclusive Community Grant Program to support the creation of age-friendly communities
- Adopted the Inclusive Community Program Needs Assessment and Action Plan Report as a guiding framework to support age-friendly and inclusive initiatives and activities
- Amherstburg Accessibility Advisory Committee activities including:
  - Municipal facility and parkland accessibility audits
  - Consultations on all development site plans and drawings
  - Consultations on all Parkland development and redevelopment
  - Website, web content accessibility, functionality and needs
  - Educational promotions regarding accessibility features of the Open Air event
  - Consultations on accessibility enhancements within the Parks Master Plan

## Customer Service

This standard outlines the Town's requirement to provide accessible goods, services, and facilities.

- Reviewing and updating Accessible Customer Service policies and procedures as required, ensuring compliance with legislation
- Delivering Accessible Customer Service training to all new Employees and Volunteers and ensuring routine training for current Employees
- Seeking feedback from the Amherstburg Accessibility Advisory Committee on how to prevent and remove barriers for persons with disabilities during Municipal Elections
- Consulting the Amherstburg Accessibility Advisory Committee following the Municipal Elections to identify and address barriers for future Elections
- Training of Employees, Council, Committee members, and Volunteers on the Town's Accessible Customer Service policy
- Training for Employees to enhance their awareness of accessibility issues and to provide them with knowledge on how to effectively serve people with disabilities and how to remove attitudinal barriers
- Employee training on the creation of accessible documents and forms
- Providing a process for receiving and responding to feedback through multiple mechanisms including surveys on the Multi-Year Plan, customer service surveys and consultations, and through the Clerk's Office, all of which are offered in various formats
- Training of employees, Council, and committee members on Aphasia Friendly communication
- Partnered with Aphasia Friendly Canada to deliver in-person and online training sessions with local business
- Providing public notice of temporary service disruptions promptly
- Launched the Town's Customer Service Strategy, including the creation of Service Amherstburg, and establishing Customer Service Standards and the related policy to ensure timely, accurate, and respectful customer services for all residents, businesses and visitors.

## Information and Communication

This standard outlines the Town's requirement to provide accessible information and communications.

- Offering reports, documents, forms, and other public information in accessible formats and provide an alternative format, upon request.
- Including closed captioning of video records for Council and Committee meetings

- Partnered with Aphasia Friendly Canada as part of the Town's commitment to being an Aphasia Friendly community
- Participating in Essex County's annual Fest-For-All to increase awareness and access to accessible programs and services across the County
- Redeveloped the Town's website, ensuring that web content conforms to the Web Content Accessibility Guidelines (WCAG) 2.0
- Ensuring all documents posted to the Town's website are in accessible formats
- Ongoing review and updates to emergency response procedures and emergency plans to ensure accessibility issues are addressed

### Employment

This standard outlines the Town's requirement to provide accommodations to persons with disabilities throughout the recruitment and employment process.

- Ensuring applicants with disabilities are informed of available accommodations during the recruitment, assessment and selection processes
- Ensuring all Employees and successful applicants with disabilities are informed of available supports and accommodations throughout their employment
- Consulting with Employees to provide and arrange for accessible formats and communication supports
- Providing individualized workplace emergency response information to Employees upon request and advising employees of their availability through internal communication
- Maintaining a return-to-work process and providing individual documented accommodation plans for employees with disabilities when required
- Ensuring the needs of Employees with disabilities are considered for performance management, career development, advancement, and redeployment
- Training of all Employees on the Town's Accessible Customer Service policy and Integrated Accessibility Standards Regulation policy
- Training of all Employees on Aphasia Friendly communication and people with disabilities
- Conducting Employee workshops and information sessions to enhance awareness of accessibility issues and to provide them with knowledge on how to effectively serve people with disabilities and how to remove attitudinal barriers
- Promote the Employee Assistance Program to support Employees in the areas of mental health and wellness through a wide range of supports and resources

### Design of Public Spaces

This standard addresses access to and within public buildings and outdoor spaces. The standard only applies to new construction and planned redevelopment.

- Annual review of site plan applications to provide feedback to the Planning Division
- Creation and ongoing participation of the Parking Blitz initiative to educate residents on the proper use of designated accessible parking spaces
- Completion of building audits to identify accessibility upgrades within municipal buildings
- Sidewalk extension from Lowes Sideroad to Season's Retirement Home
- Installation of handrails in Rink A at the Libro Centre
- Addition of access ramp and sidewalk at Town Hall
- Council adoption of the Facility Accessibility Design Standards, which exceeds the required standards for accessibility for municipal properties
- Installation of accessible play surfaces at Ranta Memorial Park
- Funded accessibility route enhancements at the Gibson Gallery including a ramp, sidewalk and door upgrades
- Development of the Inclusive Community Program Needs Assessment and Action Plan Report to provides guidelines to the improvement of facilities and services for older adults and people with disabilities
- Enhancements to the North Gateway Visitors Information Centre
- Additional accessible parking spaces added to downtown core
- Playground upgrades at Beaudoin Park including accessible saucer swing and rubberized ground surfacing and an accessible picnic table
- Installation of access rubber surfacing to play area at Briar Ridge park
- Jack Purdie park re-development including installation of an accessible playground with a multi-generational swing and rubber surfacing
- Co-An park re-development including installation of an accessible playground with rubber surfacing and three accessible picnic tables
- Continue to enhance accessibility at newly developed and redeveloped play areas throughout the Town
- Ongoing upgrades to municipal parking lots to include accessible parking spaces
- Continue the Sidewalk Replacement Program to allow for annual upgrades of Town sidewalks to ensure compliance with AODA requirements.
- Ongoing consultations on the redevelopment of roads and intersections, crosswalks and other infrastructure projects to ensure accessibility compliance
- Continue to meet or exceed the technical requirements set out by the AODA in designing and constructing new or redeveloping existing public spaces within the Town

## Transportation

This standard sets out the requirements to prevent and remove barriers to make public transportation and related services more accessible.

- Ensuring that taxicabs licensed by the Town adhere to the requirements of the IASR
- Engaged in public consultation and consultations with the Amherstburg Accessibility Advisory Committee to determine the proportion of on-demand accessible taxicabs required
- Engaged in public consultation and consultations with the Amherstburg Accessibility Advisory Committee on accessible components of transit services.
- Engagement in two-year pilot project with Transit Windsor to provide regional transit opportunities to Town residents, as recommended by the Inclusive Community Program Action Plan
- Formalized agreement with Transit Windsor to provide permanent transit services to Town residents
- Launched a Grant Program for Accessible Taxi Services in the Town of Amherstburg
- Ongoing public consultation to gather public feedback about accessibility issues related to public transportation

## Strategies and Actions

The 2026-2031 Multi-Year Accessibility Plan includes both new and continuing initiatives that will help the Town’s commitment to an inclusive community where all residents and visitors have access to Town services, programs and facilities in a manner that is integrated and promotes dignity and independence.

The activities outlined below are informed by legislative requirements, the Town’s key guiding documents, as well as feedback received through public consultation. They are intended to serve as strategic guidance however they may be revised and updated as consultations progress and municipal priorities evolve.

### General

	1.0 Accessibility Initiatives – General	Timeframe	Status
1.1	Continue to review and update Accessible Customer Service policy and Integrated Accessibility Standards Regulation policy, to ensure compliance with the established policy review schedule and legislative requirements.	2026-2031	Ongoing
1.2	Review, consult, and update Multi-Year Accessibility Plan. Current plan is for the five-year review period of 2026-2031, with ongoing annual reviews.	2026-2031	Ongoing
1.3	Continue to provide annual status updates on the Town’s Multi-Year Accessibility Plan to the Amherstburg Accessibility Advisory Committee and Council, and post on the Town’s website, as legislation requires.	2026-2031	Ongoing
1.4	Continue to train Employees, Council, Committee members, and Volunteers on the Town’s Integrated Accessibility Standards Regulation policy.	2026-2031	Ongoing
1.5	Continue to submit Provincial Accessibility Report, as required.	2026-2031	Ongoing
1.6	Ensure that all procurement documents include a clause that outlines the responsibility of Suppliers to provide documents, plans, goods and services that meet accessibility standards.	2026-2031	In Progress
1.7	Continue to review procurement documents to ensure that solicited goods and services will meet the criteria required by the Town under the AODA.	2026-2031	Ongoing
1.8	Continue to build and strengthen relationships with stakeholder groups, including local community organizations, to identify opportunities for collaboration and engagement.	2026-2031	Ongoing

## Customer Service

	2.0 Accessibility Initiatives – Customer Service	Timeframe	Status
2.1	Continue to train Employees, Council, Committee members, and Volunteers on the Town’s Accessible Customer Service policy.	2026-2031	Ongoing
2.2	Consult with the Amherstburg Accessibility Advisory Committee on how to prevent and remove barriers for people with disabilities during the 2026 Municipal Election.	2026	In Progress
2.3	Consult with the Amherstburg Accessibility Advisory Committee following the 2026 Municipal Election to identify and address barriers for future Municipal Elections.	2026-2027	Planned
2.4	Continue to deliver training for Employees to enhance their awareness of accessibility issues.	2026-2031	Ongoing
2.5	Continue to train Employees on the creation of accessible documents and forms.	2026-2031	Ongoing
2.6	Continue to post public notice of temporary service disruptions at all municipal facilities and ensure notification is made through multi-media communications.	2026-2031	Ongoing
2.7	Continue to provide accessible review and feedback on special events applications and provide Ontario’s <i>Guide to Accessible Events</i> to applicants.	2026-2031	Ongoing
2.8	Seek feedback from residents and visitors to ensure delivery of accessible customer service through an annual Customer Service survey.	2026-2031	In Progress

## Information and Communication

	<b>3.0 Accessibility Initiatives – Information and Communication</b>	<b>Timeframe</b>	<b>Status</b>
3.1	Continue to offer reports, documents, forms, and other public information in accessible formats and provide an alternative format, upon request.	2026-2031	Ongoing
3.2	Continue to ensure all documents posted to the Town’s website are in accessible formats, including alternative text options for images.	2026-2031	Ongoing
3.3	Continue to ensure that the Town’s websites and web content conform to the Web Content Accessibility Guidelines (WCAG) 2.0.	2026-2031	Ongoing
3.4	Continue to include closed captioning of video records for Council and Committee meetings.	2026-2031	Ongoing
3.5	Monitor feedback processes to ensure that receiving and responding to feedback is made available in an accessible format upon request or with appropriate communication supports.	2026-2031	Ongoing
3.6	Continue to review and update emergency response procedures and emergency plans to ensure accessibility issues are addressed.	2026-2031	Ongoing
3.7	Support and promote National AccessAbility Week and International Day of Persons with Disabilities.	2026-2031	In Progress

## Employment

	4.0 Accessibility Initiatives – Employment	Timeframe	Status
4.1	Continue to ensure applicants with disabilities are informed of available accommodations during the recruitment, assessment and selection processes.	2026-2031	Ongoing
4.2	Continue to ensure all Employees and successful applicants with disabilities are informed of available supports and accommodations throughout their employment.	2026-2031	Ongoing
4.3	Continue to consult with Employees to provide and arrange for accessible formats and communication supports.	2026-2031	Ongoing
4.4	Continue to provide individualized workplace emergency response information to Employees upon request and advise employees of their availability through internal communication.	2026-2031	Ongoing
4.5	Continue to maintain a return-to-work process and providing individual documented accommodation plans for employees with disabilities when required.	2026-2031	Ongoing
4.6	Continue to ensure the needs of Employees with disabilities are considered for performance management, career development, advancement, and redeployment.	2026-2031	Ongoing
4.7	Continue to promote the Employee Assistance Program to support employees in the areas of mental health and wellness through a wide range of supports and resources.	2026-2031	Ongoing

## Design of Public Spaces

	5.0 Accessibility Initiatives – Design of Public Spaces	Timeframe	Status
5.1	<p>Continue to consult with the Amherstburg Accessibility Advisory Committee on the following design plans for review and comment prior to final approval:</p> <ul style="list-style-type: none"> <li>• Development Site Plan applications</li> <li>• Parkland development and redevelopment</li> <li>• Redevelopment of intersections, crosswalks, rest areas, and other applicable infrastructure projects</li> <li>• Upgrades to municipal parking lots</li> </ul>	2026-2031	Ongoing
5.2	Continue to meet or exceed the technical requirements set out by the AODA in designing and constructing new or redeveloped public spaces within the Town.	2026-2031	Ongoing
5.3	Continue to remove barriers and enhance accessibility of Town facilities.	2026-2031	Ongoing
5.4	Continue the Sidewalk Replacement Program to allow for replacement of approximately 2.18 kilometres of concrete sidewalks annually.	2026-2031	Ongoing
5.5	Continue the Parking Lot Maintenance Replacement and Repair program to upgrade municipal parking lots.	2026-2031	Ongoing
5.6	Continue Parking Lot Maintenance with the Town’s Park system to upgrade parking lots.	2026-2031	Ongoing
5.7	Continue to enhance accessibility at newly developed and redeveloped Town parks, including installation of pathway connections, shade elements, increased signage, accessible benches and picnic tables, and related accessible features.	2026-2031	Ongoing
5.8	Accessibility upgrades to develop and construct multi-use trails and sidewalks within the Town’s Park system, including benches, bollards, signage, tactile plates, and related elements.	2028-2031	Planned
5.9	Traffic signalization of the intersection of Fort Street and Sandwich Street, including pedestrian push buttons and signals and sidewalk upgrades, as recommended by the Transportation Master Plan.	2028-2031	Planned
5.10	Replacement of clear Lexan panels on Rinks A and B which permit increased access to view sporting events at the Libro Credit Union Centre.	2026	Planned
5.11	Libro Premier Baseball Diamond backstop upgrades to increase access to viewing during games.	2026-2027	Planned

5.12	Installation of two accessible parking spaces (Type A and Type B) and associated elements at the Libro Credit Union Centre, tied to the Pickleball approach.	2026	Planned
5.13	Installation of one on-street accessible parking space and associated elements at Briar Ridge Park.	2026	Planned
5.14	Installation of one accessible parking space and associated elements at Warren Mickle Park.	2027-2031	Planned
5.15	H. Murray Smith Centennial Park redevelopment which includes an internal trail system to provide connectivity to park elements and recreational loop around the park.	2026	Planned
5.16	Angstrom Park redevelopment, proposed to include accessible elements and parking options in close proximity.	2028	Planned
5.17	K. Walter Ranta Memorial Park redevelopment, proposed to include multi-use trails, parking lot, and accessible kayak launch.	2027	Planned
5.18	Kings Navy Yard Park upgrades proposed to include the replacement of interlocking brick along the waterfront.	2027-2031	Planned
5.19	River Canard Park redevelopment to be done in consultation with the Town of Lasalle.	2026-2031	Planned
5.20	Installation of an accessible pathway leading to the playground at Warren Mickle Park.	2026	Planned
5.21	Installation of an accessible playground at Scodeller Park (last remaining playground with a sand base) as part of the Playground Replacement Program.	2027	Planned
5.22	Co-An Park redevelopment to be done in consultation with the Town of Essex, as outlined in the Parks Master Plan.	2026-2031	Planned
5.23	Installation of Phase 2 of multi-use trails at the Libro Recreation Complex.	2026-2031	Planned

## Transportation

	6.0 Accessibility Initiatives – Transportation	Timeframe	Status
6.1	Continue to ensure that taxicabs licensed by the Town adhere to the requirements of the IASR.	2026-2031	Ongoing
6.2	Continue to receive and address public feedback about accessibility issues related to public transportation.	2026-2031	Ongoing
6.3	Initiate a communication campaign to provide information on the available accessible transportation options within the Town.	2026-2031	Ongoing
6.4	Continue to offer financial incentives to work towards desired target of accessible on-demand taxicab services.	2026-2031	Ongoing

## Conclusion

The initiatives listed in this document as “Strategies and Actions” outline the various ways to prevent and remove barriers for people with disabilities, to be undertaken over the next five years. The “Strategies and Actions” section of this document will be converted to Appendix A” and updated on an ongoing basis to demonstrate the progress made on these initiatives.

The Town of Amherstburg recognizes that accessibility is an ongoing journey. The Town welcomes public feedback on the Multi-Year Accessibility Plan to continue to identify, prevent, and remove barriers for people with disabilities. To send us your feedback, questions, or to request a copy of the plan in another format, please contact the Clerk at:

Phone: 519-736-0012, ext. 2272

Email: [accessibility@amherstburg.ca](mailto:accessibility@amherstburg.ca)

Mail: 271 Sandwich St. South, Amherstburg, ON, N9V 2A5