

2026-2030 Multi-Year Accessibility Plan



Date: March 25, 2026
Prepared by: Clerks Department



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Message from the Accessibility Advisory Committee

The Town of Cobourg's Accessibility Advisory Committee is pleased to share the Town's 2026-2030 Multi-Year Accessibility Plan. Through this plan, we highlight achievements from the past several years and share objectives to continue improving accessibility in the Town throughout the next 5 years.

Our Committee is comprised of enthusiastic volunteers, dedicated to improving accessibility for people who live, work, or visit Cobourg. Many of our committee members are persons with disabilities, bringing their lived experience and personal knowledge to help improve accessibility in our community.

A key role of the Committee is providing advice and recommendations to Town Council on initiatives related to accessibility, as legislated by the Accessibility for Ontarians with Disabilities Act, 2005. In this advisory capacity, we work with Town Council and staff to make recommendations and increase awareness about removing barriers and improving accessibility in our community, in consideration of the diverse needs of our community members and visitors.

Our main objective is assisting all people with disabilities, remembering that **Accessibility = Access for all abilities.**

The 2026-2030 Multi-Year Accessibility Plan will continue to guide us in creating an inclusive, welcoming, and barrier-free community. With this renewed and refreshed Plan, we look forward to working together to continue to make Cobourg more accessible and inclusive.

We welcome input from our community and encourage community members to reach out and share their ideas for how we can create a more accessible Cobourg.

Signed,

The Cobourg Accessibility Advisory Committee

Commitment to an Accessible Cobourg

The Town of Cobourg recognizes the importance of accessibility for people with disabilities. The Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”) legislation, along with the Town’s Multi-Year Accessibility Plan (“The Plan”), will guide the Town in becoming more accessible. The Plan outlines various strategies, goals and initiatives that will ensure people of all abilities can enjoy equal access to opportunities, services and facilities within the Town.

With the Town of Cobourg’s Multi-Year Accessibility Plan 2020-2025, we established an implementation framework and future priorities for the Town of Cobourg and demonstrated current achievements regarding accessibility. The Multi-Year Accessibility Plan 2026-2030 extends these commitments and refreshes them based upon feedback from people with disabilities. With this Multi-Year Accessibility Plan for 2026-2030, the Town renews its commitment to removing barriers and improving accessibility for all.

Community Engagement

A public survey was conducted, and everyone who lives, works, or visits the Town of Cobourg was encouraged to share their feedback through the survey. Responses were anonymous, and all survey questions were optional.

The survey was launched on the Town of Cobourg’s online engagement platform, Engage Cobourg, as well as available in-print at Victoria Hall, and in other formats upon request. Additionally, Town of Cobourg staff members attended various municipal and community buildings to welcome questions, discuss the survey and the Multi-Year Accessibility Plan, and encourage community members to share their ideas.

Survey responses provided staff with information on experiences and priorities for accessibility within the community and helped inform the objectives outlined in the updated Plan for 2026-2030.



*Town of Cobourg's
Accessibility Coordinator at
the Cobourg Public Library*

What We Heard

Through the public survey, comments from people who live, work, or visit the Town of Cobourg were received. These included many suggestions for accessibility improvements throughout Cobourg. The following comments are paraphrased to highlight key themes:

Information and Communication

- Simple, user friendly, less complicated Town website, and a standard one place where information can be accessed online
- Many routes to access consistent, updated information. Online, website, social media, at local businesses/community hubs/churches, etc.
- Multiple formats, choice of delivery: newspaper, print mail, online, social media, town website, radio
- Simplified language
- Formats that are accessible for people with hearing or vision impairments
- A year-round "Information kiosk" in a few locations around town, public bulletin boards in strategic parts of town

Employment

- More follow-through to provide support for people with disabilities
- More details and advertising of job postings and volunteer opportunities
- Options for accessible meetings via video call

Transportation

- More reliable service, on-time transportation, narrower time allowances for pick up
- Benches at each transit stop, more permanent, sheltered pick-up points
- Fixed route transit with a consistent daily schedule, more availability
- Improved snow-clearing at transit stops

Design of Public Spaces

- More snow clearing downtown, especially crosswalks and sidewalks
- Dedicated, separated bike lanes
- Improved D'Arcy St railway crossing for people who use mobility devices
- More sidewalks and improved lighting
- More curb cuts, improved/additional accessible parking spaces
- Improved waterfront accessibility, including more beach mats and an improved accessible dock
- Consistent crosswalk sounds and signals, and install tactile pads at every major intersection



A pedestrian crosswalk located on King Street, approaching Downtown Cobourg.

Customer Service

- More people answering phones and responding to concerns, with improved follow-up

Guiding Principles

The Multi-Year Accessibility Plan outlines objectives to improve accessibility and remove barriers, in alignment with the AODA and O. Reg. 191/11 Integrated Accessibility Standards (“IASR”). These guiding principles are designed to both meet and go above and beyond the AODA and O. Reg. 191/11, with the overarching goal of ensuring that people with disabilities are able to fully participate in our community.

The AODA outlines barriers that people with disabilities may encounter when accessing goods and services in Ontario. A barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability. Listed below, are the five (5) types of barriers that people with disabilities may encounter:



Attitudinal: Behaviours, perceptions, and assumptions that discriminate against people with disabilities. These barriers often emerge from a lack of understanding.

Organizational or Systemic: Policies, procedures, or practices that unfairly discriminate and can prevent individuals from participating fully in a situation. They are often put into place unintentionally.

Architectural or Physical: Elements of buildings or outdoor spaces that create barriers to people with disabilities. These relate to design elements such as stairs or doorways, layout of rooms, or width of sidewalks.

Communication: Occur when sensory disabilities, such as hearing, seeing, or learning disabilities, have not been considered. These barriers relate to both the sending and receiving of information.

Technology: A device or technological platform that is not accessible to its intended audience and cannot be used with an assistive device. Technology can enhance the user experience, but it can also create unintentional barriers for some users.

IASR supports the principles of the AODA to ensure dignity, integration, independence, and equal opportunity, and to ensure that people with disabilities are not discriminated against, and establishes accessibility standards in the following five (5) areas:

Customer Service: To help remove barriers for people with disabilities so they can access goods, services, or facilities.

Information and Communications: To help organizations make their information accessible to people with disabilities.

Transportation: To make it easier for everyone to travel in the province.

Employment: To help make hiring and employee support practices more accessible.

Design of Public Spaces: To help organizations make new and redeveloped outdoor public areas accessible.



Cobourg Beach's new accessible beach mat.

Accessibility Advisory Committee

This Plan was developed in consultation with the members of the Accessibility Advisory Committee. The Plan reflects the Town's commitment to the continued progress towards inclusive and accessible. A key feature of making sure the Town is able to meet this goal is consistently reviewing best practices and statutory requirements. The Plan is a living document, designed to be flexible and adaptive to the evolving needs of the community. The plan will be reviewed, assessed, and updated regularly to ensure its continued effectiveness and relevance.

The Accessibility Advisory Committee is committed to:

1. Making sure that transportation is available to everyone by prioritizing accessibility and continuous improvement.

Key activities:

- 1.1 Annually hold a public consultation meeting regarding a review of the accessibility plan and public transportation including the proportion of on-demand accessible taxicabs. This meeting will include an overview of the progress made toward meeting the demand for on-demand accessible taxicabs. The annual meeting will be advertised on the Town's website and through the Town's corporate social media channels.
- 1.2 Be consulted on the development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters.
- 1.3 Provide feedback on the accessibility plans for municipality administered, contracted, or licensed transit providers in consultation with people with disabilities.

2. Fostering an inclusive community by encouraging feedback from the public and raising awareness of persons with disabilities

Key activities:

- 2.1 Raise the profile of accessibility issues in the community and promote initiatives that support a universally accessible community.
- 2.2 Assist in the implementation and monitoring of general public awareness regarding accessibility.
- 2.3 Consult and co-operate with other agencies and organizations involved in accessibility issues.

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- 2.4 Keep current about Council-approved policies and Town related initiatives that may impact the community and the needs of people with disabilities in Cobourg.
 - 2.5 Provide advice on the identification, removal, and prevention of barriers to people with disabilities in the Town By-laws, policies, programs, and services.

3. Ensuring that the goals of the Plan are being actively worked towards and if gaps are identified they are reflected as Town priorities.

Key activities:

- 3.1 Review and advise the Cobourg Municipal Council on matters relating to the accessibility of municipal buildings, facilities, programs, and services,
- 3.2 Annually complete a status report delivered to Council and the public in order to outline the progress of measures taken to implement the Multi-Year Accessibility Plan and the accessibility objectives for the year.
- 3.3 Additionally, an annual review of the Plan will be conducted with the Plan being updated as required to include any new identified priority action items and/or as new legislation is brought forward.



Accessibility Advisory Committee Members (from left to right): Elizabeth Sheffield, Kathryn Richards, Sandra Ripley, Raeanne Deschamps, Cobourg Councillor Aaron Burchat

2020-2025 Highlights

National AccessAbility Awareness Week:

- Social media campaigns shared accessibility information and engaged the community.
- ‘Wheel the Walk’ campaign and event engaged the community in identifying accessible barriers using sponsored accessible devices from Motion Cares Peterborough.



Town of Cobourg employees gathered in Town Hall for “Red Shirt Day”, to promote awareness for National AccessAbility Awareness Week.

Conventional Transportation: A pilot project was undertaken to test the feasibility of a Limited Fixed Route transit service, which provided accessible bus service to stops selected in consideration of ridership data, location popularity, accessibility, and community feedback.



Victoria Hall's Council Chambers with accessibility updates to seating and space.

Council Meeting Chambers: Furniture and display upgrades, with a cost of \$30,000, created a more accessible space for members of Council and Committees. The upgrades included desks with an accessible seating range to accommodate those who may be using accessible devices, and improved overall accessibility of the space.

Enabling Accessibility Fund Grant Project (2024-2026): the Town received a \$100,000 grant to enhance accessibility within Victoria Hall, including:

- **Victoria Hall Accessible Bathroom:** Facilities upgrades to develop a fully accessible public bathroom, including advanced safety features.
- **Victoria Hall Accessible Door Opener:** Accessibility improvements to the main doors of Victoria Hall, as well as the installation of additional automatic door openers.



The new accessible door opener located outside the main doors at Victoria Hall.

Waterfront Accessibility: A new beach mat and accessible dock were installed, improving access to the waterfront.

Cobourg Community Centre Lobby Accessibility: New furniture was installed in the main foyer, including more accessible seating options.



The new accessible seating located in the Cobourg Community Centre's main foyer.

Accessibility Audits: Completed audits of the Marina, Harbourfront, Cobourg Yacht Club, Victoria Park, and Victoria Beach.

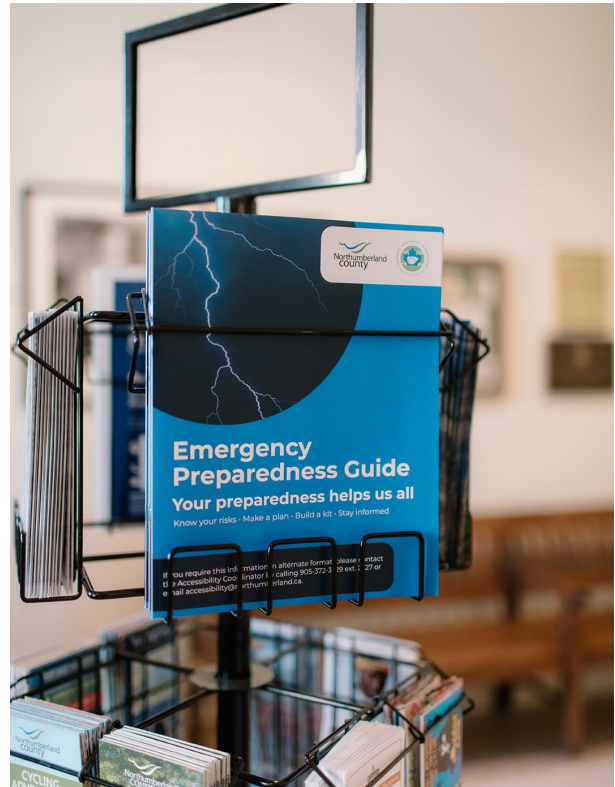
Leading Equitable & Accessible Delivery (LEAD) Completion: The implementation of LEAD provided the Town with a comprehensive understanding of gaps in accessible and inclusive best practices.

Customer Service Policy: A new customer service policy was developed, with accessibility as a key consideration.

Customer Service Kiosk: A staffed customer service desk was installed in the Victoria Hall lobby, improving access to Town services and supports.



The Town of Cobourg's Customer Service Representative standing next to the newly installed Customer Service Kiosk located in the lobby of Victoria Hall.



The brochure rack located at the Customer Service Kiosk in Victoria Hall.

2026-2030 Objectives and Action Items

General Requirements

Responsibilities

The General Requirements are the responsibility of the Town of Cobourg's Legislative Services department. The Legislative Coordinator, Records & Accessibility, is responsible for the tasks that fall under General Requirements with the assistance of appropriate departments and external stakeholders and rights holders, including the Town of Cobourg's Accessibility Advisory Committee.

Progress toward achieving the objectives outlined in the Plan is monitored and reported annually in a Multi-Year Accessibility Plan Progress Report.

Policies and Plans

The Town of Cobourg has developed, implemented, and maintained a Multi-Year Accessibility Plan that outlines strategies and actions to identify, prevent, and remove barriers for people with disabilities.

In addition, the Town of Cobourg has an Accessible Customer Service Policy and an Integrated Accessibility Standards Policy that outline how we intend to meet the requirements under the IASR.

Strategic Plan 2023 - 2027 and Beyond

Meeting the needs of people with disabilities is part of Cobourg's [Strategic Plan](#), highlighted under the Service Excellence and Thriving Community pillars.

Service Excellence

The Plan includes several goals and objectives to improve customer service for people with disabilities. Considering new assistive technologies to support people with disabilities, as well as providing staff with accessible customer service training, will help enable the Town to provide quality customer service to all.

Thriving Community

Improving the physical infrastructure, including sidewalks, parks, downtown and waterfront areas, facilities, and more, will help all members of our community, including people with disabilities, to flourish and reach their full potential.

The Plan includes objectives to improve the physical infrastructure with the intention of improving accessibility and fostering community wellbeing, which will provide more opportunities for people with disabilities to access community spaces and services.

Emergency Information

The Town of Cobourg is committed to providing the public with available emergency information, plans, and/or public safety information in an accessible way, upon request. The Town of Cobourg's Emergency Management Plan is reviewed and exercised yearly. It was updated in June 2025 and will be updated on an annual basis moving forward. An accessible version will be made available upon request.

The Town of Cobourg is committed to updating the public on preventative and emergency maintenance of the accessible elements of public spaces, including temporary disruptions when accessible elements are not in working order. This information will be delivered in multiple accessible formats as soon as practicable.

Information on accessible emergency information will be located on the Town of Cobourg's website and social media channels with updates being made as new information is received.

Training

Accessibility and inclusion of people with disabilities is a core value for the Town of Cobourg. The Town of Cobourg provides training on the AODA accessibility standards and on the Human Rights Code as it relates to people with disabilities including all employees, volunteers, and third-party vendors acting on behalf of the Town.

In addition, employees may require training on one or more of the standards (Information and Communications, Employment, Transportation, Design of Public Spaces, and/or Customer Service) as it relates to the duties and responsibilities of their position.

To ensure that all persons who act on behalf of the Town of Cobourg are provided with the training needed to meet current standards and legislation, the Town has taken the following steps:

- Provide educational or training resources in an accessible format that considers the accessibility needs of people with disabilities.
- Provide staff with resources to assist with ending stigma around Disability, especially "invisible" disabilities.
- Ensure new employees, volunteers, Councillors, and third party vendors complete training before or within ten (10) days of employment or placement.
- Ensure employees, volunteers, Councillors, and third party vendors receive any additional niche or specialized accessibility training within thirty (30) days of employment or placement, as required.
- Keep and maintain a database of the training participant's names and dates of completion.

1. Information and Communication Standards

The Information and Communications Standards lay out rules for organizations when creating, communicating, and receiving information that everyone can access, providing equal opportunities for the community to learn and be active in the Town. Listed below are the Town's commitments towards external and internal education and awareness, reporting and feedback, and signage.

External Education and Awareness

- 1.1. Continue to proclaim AccessAbility Awareness Week on an annual basis and use AccessAbility Awareness Week and other dates of significance to encourage learning and education through events and community engagement activities.
 - Barrier Addressed: Attitudinal
 - Responsibility: Accessibility Coordinator, Accessibility Advisory Committee, Mayor & Town Council
 - AODA: N/A
- 1.2. Raise awareness of the ability to produce key documents in accessible formats, upon request.
 - Barrier Addressed: Communication
 - Responsibility: Accessibility Coordinator, Communications
 - AODA: 12(1), 12(3), 12(4)
- 1.3. Create guidelines and provide information on creating accessible documents, hosting accessible and barrier-free meetings and events, and other accessible communication topics.
 - Barrier Addressed: All
 - Responsibility: Accessibility Coordinator
 - AODA: N/A
- 1.4. Ensure existing and new information available to the public is up to date, in plain language, and in an accessible format.
 - Barrier Addressed: Communication
 - Responsibility: All Staff with the assistance of the Accessibility Coordinator, Communications
 - AODA: 14(2)
- 1.5. Continue to monitor and audit the website to ensure information and navigation are accessible.
 - Barrier Addressed: Technology and Communication
 - Responsibility: All Staff with the assistance of the Accessibility Coordinator, Communications
 - AODA: 14

Internal Education and Awareness

- 1.6. Expand ongoing internal education and communications regarding policies, procedures, and complaint processes currently in place that focus on diversity, accessibility, and Human Rights.
- Barrier Addressed: Attitudinal
 - Responsibility: Accessibility Coordinator, Communications, Human Resources
 - AODA: 12

Reporting and Feedback

- 1.7. Review and refine the barrier reporting, feedback, and response processes on an ongoing basis, and continue to raise awareness of the ability to provide feedback.
- Barrier Addressed: All
 - Responsibility: Accessibility Coordinator, Communications
 - AODA: 11
- 1.8. Host a community accessibility forum, or other community engagement activities, to receive feedback on municipal initiatives and promote community leadership.
- Barrier Addressed: All
 - Responsibility: Accessibility Coordinator, Appropriate Staff, as required
 - AODA: 11

Signage

- 1.9. Review and refine the communications and signage for public areas and facilities, including accessible parking and washroom locations, to assist people with disabilities.
- Barrier Addressed: Communication
 - Responsibility: Accessibility Coordinator, Legislative Services, Community Services, Communications
 - AODA: 12



2. Employment Standards

The Employment Standards aim to eliminate barriers and discrimination in all aspects of employment, including recruitment, selection, hiring, training, advancement and accommodations. The goal is to create inclusive and accessible workplaces where people with disabilities have equal opportunities for employment and can fully contribute their skills and talents. Listed below are the Town's commitments towards meeting these employment standards.

- 2.1. Evaluate the new human resources information system and applicant tracking system for impacts on accessibility and look for opportunities to leverage these tools to create a more accessible recruitment process.
 - Barrier Addressed: Organizational or Systemic
 - Responsibility: Accessibility Coordinator, Human Resources
 - AODA: 22,23,24,25
- 2.2. Continue to review Human Resources hiring policies and job postings to see if there are any matters that could unknowingly be barriers to hiring, retaining, and developing people with disabilities.
 - Barrier Addressed: Organizational or Systemic
 - Responsibility: Human Resources
 - AODA: 24, 25, 26, 30, 31, 32
- 2.3. Continue to provide information on accommodation in the hiring process on all job postings.
 - Barrier Addressed: Organizational or Systemic
 - Responsibility: Human Resources
 - AODA: 23(1)
- 2.4. Continue to advise staff members about the accommodation and return to work processes, including providing additional training for managers.
 - Barrier Addressed: Organizational or Systemic
 - Responsibility: Human Resources
 - AODA: 27, 28, 29

3. Transportation Standards

The Transportation Standards aim to make it easier for everyone to travel in Ontario. Elements of the Transportation Standard apply to organizations and agencies that provide transportation services such as public transit, taxicabs and school boards, hospitals and universities who provide such services (e.g. shuttle buses).

Under the Transportation Standard, municipalities are mandated to promote or facilitate the availability of accessible taxicabs to ensure equal opportunities for people with disabilities. Accessible taxis and the ability to travel with greater independence support social inclusion by enabling free movement, access to community activities, economic engagement and workforce participation.

Listed below are the Town's commitments towards conventional and specialized transit and Accessible Taxicabs.

Definitions

Conventional Transit: public passenger transportation services on transit buses, motor coaches, or rail-based transportation that operate solely within the Province of Ontario and that are provided by a designated public sector transportation organization.

Specialized Transit: public passenger transportation services that: operate solely within the Province of Ontario, are provided by a designated public sector transportation organization, and are designed to transport people with disabilities.

Transit Accessibility

Accessibility Equipment Failures

- Should accessibility equipment failures occur on public transit vehicles, the Town's transit contractor or the Town is responsible for the immediate replacement of the failed vehicle with an accessible vehicle.
- The use of non-accessible vehicles is not permitted.

Consultation

- At least one public meeting will be held annually involving people with disabilities to ensure that they have an opportunity to participate in a review of the accessibility plan and that they are given the opportunity to provide feedback on the accessibility plan for transportation services.

Feedback

- Customer Feedback for conventional and specialized transit is received through the 'Cobourg Transit' App. Feedback is responded to by the Transportation Supervisor.

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- Feedback can also be provided through a designated phone number, email, or through the Town website.

Follow Up Process

- Feedback received is monitored for further comments and compiled for discussion at monthly meetings between Staff and the transit contractor.
- Recommendations for improvement are proposed to the contractor at these monthly meetings.

On-going Evaluation

- In 2026 a full audit of all transit stops and shelters will be completed noting the deficiencies, and recommendations to make stops that are currently not accessible, accessible to riders. Funding has been secured through ICIP for transit stop upgrades.
- The Town has entered into arrangements with a person respecting the construction of bus stops and shelters in its jurisdiction, the Town shall ensure that the person participates in the consultation and planning of accessible bus stops and shelters.

Conventional and Specialized Transit

- 3.1. Continue to communicate about the accessibility of specialized and conventional transit routes.
 - Barrier Addressed: Communication
 - Responsibility: Public Works, Communications
 - AODA: 34, 35
- 3.2. Continue to receive and address feedback from the public about accessibility issues on specialized and conventional transit routes.
 - Barrier Addressed: Communication
 - Responsibility: Accessibility Coordinator, Public Works, Communications, Accessibility Advisory Committee
 - AODA: 35, 37, 41
- 3.3. Continue to maintain bus shelters and bus stops to meet the needs of people with disabilities, including considering installing additional benches.
 - Barrier Addressed: Architectural or Physical
 - Responsibility: Accessibility Coordinator, Public Works, Accessibility Advisory Committee
 - AODA: 47

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- 3.4. Continue to use multiple and accessible formats to announce and address service delays.
- Barrier Addressed: Communication
 - Responsibility: Accessibility Coordinator, Communications, Public Works
 - AODA: 50
- 3.5. Review and refine the specialized transit (WHEELS service) policy and application on an as-needed basis.
- Barrier Addressed: Communication
 - Responsibility: Accessibility Coordinator, Public Works
 - AODA: 63, 64
- 3.6. Continue using additional notification methods during disruptions to specialized transit service, as agreed upon by the specialized transportation service provider and passenger.
- Barrier Addressed: Communication
 - Responsibility: Accessibility Coordinator, Communications, Public Works
 - AODA: 73



Cobourg Transit's accessible buses.



Accessible bus seating, in a folded-up position to provide more space for transit riders.

Accessible Taxicabs

- 3.7. Continue to waive licensing fees for accessible taxicabs and consult the Accessibility Advisory Committee to explore additional initiatives to encourage taxicab operators to provide accessible taxicabs.
- Barrier Addressed: Communication
 - Responsibility: Accessibility Coordinator, Accessibility Advisory Committee, Communications
 - AODA: 79, 80

4. Design of Public Spaces Standard

The Design of Public Spaces Standard is central for municipalities to achieve inclusion and accessibility in community infrastructure. It provides guidelines for designing and constructing public spaces and ensuring equal access for people with disabilities. Compliance with this standard enables the creation of inclusive spaces that consider the needs of all community members, promoting independence and quality of life. Included at the end of this document are the following maps:

- Accessible Parking Locations in Downtown Cobourg are included in Appendix A and
- Accessible Public Washrooms Locations in Cobourg are included in Appendix B.

Listed below are the Town's commitments towards outdoor public spaces, the Town's general design and development, and sidewalks, roads, beach access routes, and pathways.

Outdoor Public Spaces

- 4.1. Consider creating new outdoor accessible spaces and continue to receive feedback on new outdoor space development.
 - Barrier Addressed: Architectural or Physical
 - Responsibility: All Staff, Accessibility Advisory Committee
 - AODA: 80.1-80.20

Design and Development

- 4.2. Continue to have an accessibility clause in RFPs and RFTs.
 - Barrier Addressed: All
 - Responsibility: All Staff, as required
 - AODA: N/A
- 4.3. Consider opportunities for community partnerships and/or provincial and federal accessibility grant funding.
 - Barrier Addressed: All
 - Responsibility: Accessibility Coordinator, All Staff
 - AODA: N/A
- 4.4. Consider the need for the Town of Cobourg to create Facility Accessible Design Standards.
 - Barrier Addressed: Architectural or Physical
 - Responsibility: Accessibility Coordinator, Community Services, Development, Accessibility Advisory Committee
 - AODA: N/A

Sidewalks, Roads, Beach Access Routes, and Pathways

- 4.5. Audit pedestrian intersections for accessible pedestrian signals, tactile indicators and pavement markings, and allotted crossing time, and continue to improve accessible pedestrian crossings as intersections are updated.
 - Barrier Addressed: Architectural or Physical
 - Responsibility: Accessibility Coordinator, Public Works
 - AODA: 80.21-80.31
- 4.6. Audit accessible parking spaces in the Downtown core for accessibility and ease of use and continue to improve accessibility of parking spaces.
 - Barrier Addressed: Architectural or Physical
 - Responsibility: Accessibility Coordinator, Public Works
 - AODA: 80.39
- 4.7. Improve accessibility in the Downtown core, including brickwork and seasonal maintenance of sidewalks and pedestrian areas.
 - Barrier Addressed: Architectural or Physical
 - Responsibility: Public Works, Legislative Services, DBIA, Accessibility Advisory Committee
 - AODA: 80.21-80.31
- 4.8. Improve the accessibility of the boardwalk and beach access.
 - Barrier Addressed: Architectural or Physical
 - Responsibility: Community Services, Legislative Services, Accessibility Advisory Committee
 - AODA: 80.12

5. Customer Service Standard

The Customer Service Standard outlines requirements for service providers to make their goods, services and facilities accessible for customers with disabilities. For municipalities, this means recognizing the rights, dignity and independence of people with disabilities, and working towards equal access to any of a Town's services, goods or facilities for residents and visitors of all abilities. Full compliance requires the Town to remove barriers that are attitudinal, systemic and physical.

Listed below are the Town's commitments towards accessible customer service and special events and programming.

Accessible Customer Service

- 5.1. Continue to provide Accessible Customer Service Training for all staff volunteers, Councillors, and third party agencies, and expand opportunities for in-person training.
 - Barrier Addressed: Attitudinal and Communication
 - Responsibility: Accessibility Coordinator, Human Resources
 - AODA: 7, 80.49
- 5.2. Explore possibilities for implementing assistive technologies at primary Customer Service areas.
 - Barrier Addressed: Communication, Technology, and Organizational or Systemic
 - Responsibility: Accessibility Coordinator
 - AODA: 80.41, 80.46
- 5.3. Review and refine the Accessibility policies for the Town of Cobourg on an as-needed basis.
 - Barrier Addressed: Organizational or Systemic
 - Responsibility: Accessibility Coordinator
 - AODA: 3, 80.46

Accessible Special Events and Programming

- 5.4. Continue to recognize businesses making strides in accessibility, including developing a formal recognition program.
 - Barrier Addressed: Attitudinal
 - Responsibility: Accessibility Coordinator, Accessibility Advisory Committee
 - AODA: N/A

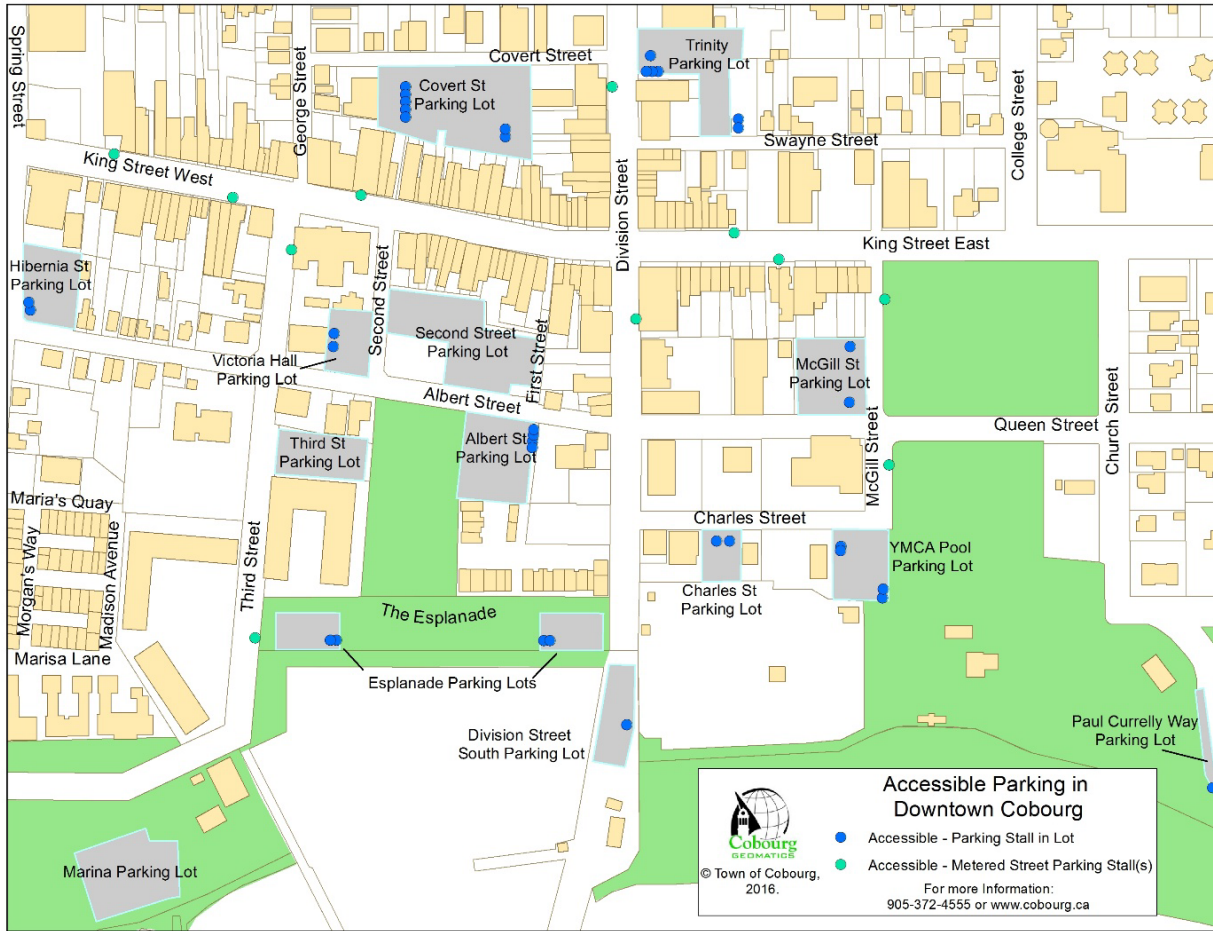
Special Consideration

2026 Municipal Election

In leading up to the 2026 Municipal Election, the Town of Cobourg will revisit the Municipal Election 2022 Accessibility Plan in conjunction with the Accessibility Advisory Committee and other internal and external stakeholders and rights holders. This plan will be refined to ensure that people with disabilities are able to participate in the 2022 Municipal Election.



Appendix A: Accessible Parking Locations in Downtown Cobourg



Accessible Parking Stall in Downtown Lot Locations

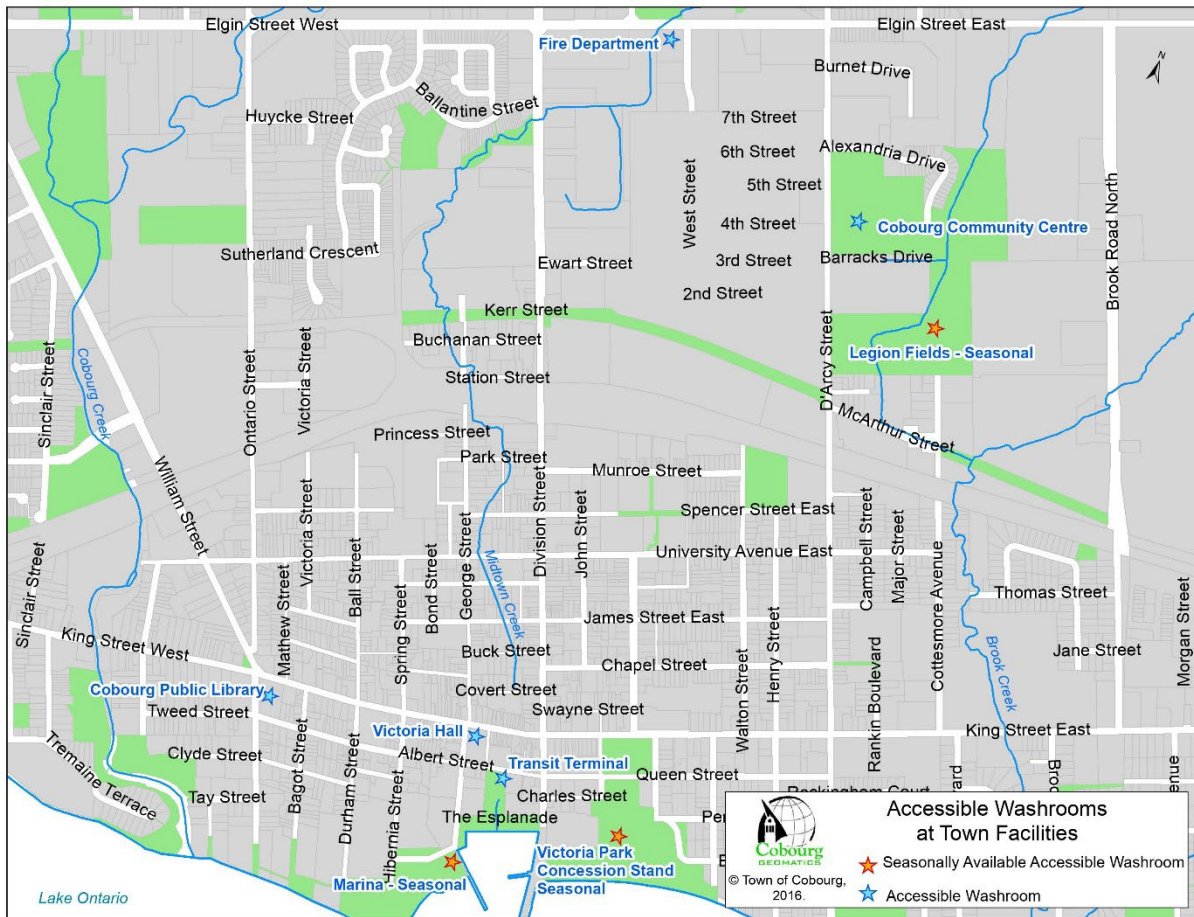
- Division Street South Parking Lot,
- Esplanade Parking Lots,
- Charles St Parking Lot,
- YMCA Pool Parking Lot,
- Paul Currelly Way Parking Lot,
- Albert Street Parking Lot,
- McGill Street Parking Lot,
- Victoria Hall Parking Lot,
- Hibernia Street Parking Lot,

- Covert Street Parking Lot, and
- Trinity Parking Lot.

Accessible Metered Street Parking Stall(s) Downtown Locations

- King Street West,
- King Street East,
- McGill Street,
- Third Street, and
- Division Street.

Appendix B: Accessible Public Washrooms Locations in Cobourg



Accessible Washroom Locations

- Cobourg Public Library,
- Victoria Hall,
- Transit Terminal,
- Cobourg Community Centre, and
- Fire Department.

Seasonally Available Accessible Washroom Locations

- Marina,
- Victoria Park Concession Stand, and
- Legion Fields.