



2025 Update

Halton Region

Accessibility Plan 2024-2028



If you require this document in an alternate format, please email accesshalton@halton.ca or call 311.

Halton Region Statement of Organizational Commitment

Halton Region recognizes the diverse needs of residents and works to provide services that are accessible to everyone.

Halton Region is committed to:

- removing barriers to meet the needs of people with disabilities with respect to Regional programs, services, and facilities; and,
- meeting the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, S.O. 2005, c. 11 (“AODA”) and Ontario Regulation 191/11: Integrated Accessibility Standards (“O.Reg. 191/11”).

2025 Update – Halton Region Accessibility Plan, 2024-2028

The development of a multi-year accessibility plan is required by O. Reg. 191/11. In spring 2024, Council approved Halton’s current multi-year accessibility plan which sets out how the Region will address compliance obligations under O. Reg. 191/11 for the years 2024 to 2028.

O. Reg. 191/11 also requires the development of an annual status report on the progress of activities identified in the multi-year plans. This document sets out actions that Halton Region has taken that are specifically focused on meeting compliance obligations in the AODA and O. Reg. 191/11. In addition, it highlights Halton-led initiatives and projects not related to compliance, but that improve the accessibility of Regional programs and services. Also included are initiatives such as the Halton Region Community Investment Fund that, although not exclusively focused on accessibility, has provided funding to community organizations that support people with disabilities. This information for 2025 is set out in Tables 1 and 2 of this document.

Background

Provincial Accessibility Requirements

The AODA:

- aims to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises; and,
- requires Halton Region to establish an accessibility advisory committee, file accessibility reports and implement accessibility standards.

O. Reg. 191/11 includes accessibility standards with specific requirements in the following areas:

- Customer Service
- Design of Public Spaces/Built Environment
- Employment
- Information and Communications
- Transportation

Halton Region Accessibility Advisory Committee

The AODA requires that Halton Region establish an accessibility advisory committee to provide advice on the prevention and removal of barriers to people with disabilities with respect to Regional services, programs, and facilities.

Halton Region's current Accessibility Advisory Committee was appointed by Council following the 2022 municipal election and its membership, appointed for the 2022-2026 term, includes Halton residents, a member of Council, and a member of Halton Region's Older Adult Advisory Committee. The term of the Committee aligns with the term of Council which expires in November 2026. A recruitment process for the Committee's next term is expected to be initiated early in 2027. Since its establishment, Halton Region's Accessibility Advisory Committee has provided input on a number of Halton Region's initiatives and projects. The Committee is a key resource and contributor to Halton Region's continuing work on identifying and removing barriers and promoting accessibility.

Next Steps

Halton Region staff will continue to address compliance, reporting and consultation requirements identified in the AODA and O. Reg. 191/11 and, undertake additional actions to improve the accessibility of Halton Region programs, services, and facilities and support people with disabilities including:

- continuing to advance work associated with the Facility Accessibility Assessments Project;
- seeking feedback from the Halton Region Accessibility Advisory Committee on certain Regional projects and initiatives;
- reviewing Halton Region's accessibility policies, procedures, and training materials and revising, as required;
- continuing to participate in the Ontario Network of Accessibility Professionals; and,
- monitoring changes to federal and provincial accessibility legislation and the revision and development of accessibility standards to determine their impact on Halton Region.

Table 1- 2025 Accessibility Compliance Activities

Activity	Actions
<p>Ongoing Compliance with the Accessibility for Ontarians with Disabilities Act, 2005 S.O. 2005, c. 11 and O. Reg. 191/11- Integrated Accessibility Standards</p>	<p>General Requirements</p> <ul style="list-style-type: none"> ▪ Ensured accessibility policy and procedures are in place and available to staff. ▪ Provided accessibility training to new staff as part of the onboarding process. ▪ Developed and made available training materials and resources for staff and volunteers. ▪ Reviewed and updated the Accessibility Policy and related procedures. ▪ Amended procurement documents and templates to clarify and strengthen accessibility-related language. <p>Customer Service</p> <ul style="list-style-type: none"> ▪ Accessibility procedures and related resources to support staff in providing accessible customer service including assisting people who require an assistive device, service animal or support person are in place and available to staff. ▪ Halton Region website continued to: <ul style="list-style-type: none"> • provide public notification that accessible formats and communication supports are available upon request; and, • include information for individuals requiring an alternate format or communication support to provide feedback. ▪ Updated customer service accessibility booklet. <p>Design of Public Spaces</p> <ul style="list-style-type: none"> ▪ Incorporated Design of Public Spaces Standards requirements into the design of construction/renovation projects. ▪ Incorporated requirements relating to accessible pedestrian signals, tactile walking surface indicators and curb ramps into intersections under Halton Region’s jurisdiction. <p>Maintenance Procedures</p> <ul style="list-style-type: none"> ▪ Current procedure on service disruption notification continued to include direction to staff on actions to take for planned and unplanned disruptions to Halton Region services and facilities. ▪ Communication regarding planned and unplanned disruptions continued to be provided through a number of methods. ▪ Regular site inspections on Halton Region properties were undertaken, and necessary repairs were completed as soon as practicable.

Table 1- 2025 Accessibility Compliance Activities

Activity	Actions
	<p>Employment</p> <ul style="list-style-type: none"> ▪ Halton Region’s Employment Opportunities pages and job postings continued to include information for applicants who require a disability-related accommodation to participate in a recruitment process. ▪ Advised interview candidates that disability-related accommodations are available. ▪ Provided accommodation planning and other supports for employees with disabilities. ▪ Process in place to provide employees, upon request, with workplace emergency response information. Related procedure was updated. ▪ Developed Accessible Employment procedure. ▪ Began the review and update of the Disability Management Policy and Work Accommodation Procedure. <p>Information and Communications</p> <ul style="list-style-type: none"> ▪ Continued to provide documents and information in alternate formats or through communication supports, as required. ▪ Continued to encourage members of the public to advise of disability-related accommodation needs when attending or participating in Halton Region events or meetings. ▪ Ongoing work toward ensuring Halton Region’s websites, web content and online documents align with Web Content Accessibility Guidelines 2.0 Level AA.
<p>Compliance Reporting to the Provincial Government</p>	<ul style="list-style-type: none"> ▪ Submitted 2025 Accessibility Compliance Report to the Provincial Government.
<p>Halton Region Accessibility Advisory Committee</p>	<ul style="list-style-type: none"> ▪ The Halton Region Accessibility Advisory Committee received information and presentations on projects and initiatives including the following: <ul style="list-style-type: none"> ○ 2025 Accessibility Compliance Report ○ Burloak Regional Waterfront Park – Design of Splash Pad and Washroom Facility ○ Halton Region Paramedic Service Headquarters ○ Halton Region Waste Management Wheeled Cart Program ○ Update on the Facility Accessibility Assessments Project

Table 2 - Additional Initiatives that Support Accessibility and People with Disabilities, 2025

Activity	Actions
Anti-Ableism Training, Webinar and Resources	<ul style="list-style-type: none"> ▪ Provided anti-ableism training to employees. ▪ The training aimed to raise awareness about ableism, highlight barriers faced by people with disabilities, challenge biases related to disability, and discuss strategies to increase workplace inclusion. ▪ Continued to make internal resources available to all employees and included an updated anti-ableism section that provides definitions, raises awareness, and promotes strategies for creating a more inclusive workplace.
Community Safety and Well-Being in Halton: A Plan for Collaboration and Action	<ul style="list-style-type: none"> ▪ As part of the ongoing implementation of the Community Safety and Well-Being Plan, Action Tables identified to investigate issues, develop solutions, and carry out local strategies to address a number of objectives including: <ul style="list-style-type: none"> ○ Exploring supportive housing options for individuals with complex service needs including adults with a dual diagnosis of a developmental disability and mental health issue; ○ Optimizing access to centralized crisis mental health services for Halton residents; ○ Supporting children and youth with a dual diagnosis of a developmental disability and mental health issue; and, ○ Enhancing access to mental health supports for children and youth.
Employment & Social Services – Employment Resource Centre	<ul style="list-style-type: none"> ▪ Halton Region’s Employment Resource Centre continued to offer accessibility features to assist job seekers including: <ul style="list-style-type: none"> ○ Adjustable workstations to accommodate mobility devices; ○ Zoom text magnifier; and, ○ Assisted support for people with hearing or vision loss.
Employment & Social Services - Mental Health Program	<ul style="list-style-type: none"> ▪ Employment Halton continued to offer support to individuals who struggle with managing their mental health or addiction that may present barriers to employment. A referral to the mental health program may include access to the following: <ul style="list-style-type: none"> ○ vocational/cognitive assessments ○ brief solution focused counselling ○ cognitive behavioural therapy sessions ○ application assistance for the Ontario Disability Support Program ○ referrals to community mental health programs/supports

Table 2 - Additional Initiatives that Support Accessibility and People with Disabilities, 2025

Activity	Actions
Halton Accessibility Repair Program – Ontario Priorities Housing Initiative	<ul style="list-style-type: none"> ▪ Provided funding through the Halton Accessibility Repair Program to eligible homeowners for home modifications needed to improve accessibility and independent living (e.g., stair lifts, walk-in showers, grab bars, ramps). ▪ This funding was made available on a first-come, first-served basis through a dedicated application process.
Halton Region Community Investment Fund	<ul style="list-style-type: none"> ▪ In 2025, Halton Region made investments in programs and services to support residents who are susceptible to negative health and social outcomes, including people with disabilities. ▪ The Halton Region Community Investment Fund funded several initiatives with a focus on accessibility and supporting individuals with disabilities in 2025: <ul style="list-style-type: none"> ○ Acclaim Health and Community Care Services ○ Centre for Diverse Learners ○ Community Living North Halton ○ Oakville Meals on Wheels ○ Re-Image Ontario ○ The Cedarbrook Society – The Darling Home for Kids
Network, Information Sharing and Learning Activities	<ul style="list-style-type: none"> ▪ Halton Region staff continued to participate in the Ontario Network of Accessibility Professionals (ONAP), an information-sharing network with representatives from more than 300 organizations, including municipalities, hospitals, school boards, universities and colleges, and police services.
Solid Waste Collection - Wheeled Cart Program	<ul style="list-style-type: none"> ▪ Developed an Assisted Wheeled Cart Collection Service to support residents who require assistance with bringing wheeled carts to the curb.