

Making Georgina accessible for all

2025 Annual Accessibility Report



Community focused



GEORGINA

[georgina.ca/accessibility](https://www.georgina.ca/accessibility)

Land Acknowledgement



Chippewas of Georgina Island First Nation Pow Wow

The Town of Georgina recognizes and acknowledges that we are on lands originally used and occupied by the First Peoples of the Williams Treaties First Nations and other Indigenous Peoples and on behalf of the Mayor and Council, we would like to thank them for sharing this land. We would also like to acknowledge the Chippewas of Georgina Island First Nation as our close neighbor and friend, one with which we strive to build a cooperative and respectful relationship.

We also recognize the unique relationship the Chippewas have with the lands and waters of this territory. They are the water protectors and environmental stewards of these lands and we join them in these responsibilities.

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Executive summary

In 2025, the Town of Georgina continued to strengthen its commitment to accessibility and inclusion by implementing initiatives that support barrier-free access to municipal services, programs, facilities, employment opportunities and community participation. Through coordinated efforts throughout the organization and ongoing engagement with community partners, the Town made meaningful progress toward creating a more accessible and inclusive community.

A significant milestone in 2025 was the development and Council endorsement of the [2025–2029 Multi-Year Accessibility Plan \(MYAP\)](#). Developed through a collaborative, cross-departmental process, the MYAP was informed by extensive consultation with staff, residents, the Accessibility Advisory Committee, community partners and regional stakeholders. The plan establishes four strategic priorities to guide the Town’s accessibility initiatives over the next five years: Informed Staff, Informed Community, Informed Design and Coordinated Efforts.

Throughout the year, the Town successfully completed a corporate accessibility audit conducted by the Ontario Ministry for Seniors and Accessibility, confirming strong compliance with accessibility requirements across all departments. Other key achievements included the launch of a Community Employment Program to expand inclusive hiring, enhancements to digital accessibility and online services, investments in accessible parks, recreation, and public facilities, and continued integration of accessibility standards into planning, design, and development processes.

Accessibility was further advanced in public infrastructure, ensuring that new facilities, upgrades and replacements meet or exceed current accessibility standards to provide safe, barrier-free access for all residents. Accessibility considerations were increasingly embedded into corporate processes, including program delivery, facility planning, communications and development review, supporting equitable access for both residents and staff.

The Town also strengthened its accessibility program through strategic partnerships, including the Leading Equitable and Accessible Delivery (LEAD) initiative, and leveraged detailed community engagement data to better understand and respond to the diverse accessibility needs of residents. The Town is proud of the progress achieved in 2025 and remains committed to advancing the priorities outlined in the MYAP, continuing to identify and remove barriers, and enhancing accessibility throughout the organization and the community.

Introduction



Man using a motorized wheelchair beside a boy seated on a park bench

In 2025, the Town of Georgina continued to strengthen its commitment to accessibility and inclusion by advancing initiatives that remove barriers and promote equitable access to services, employment and community participation. Through collaboration across departments, engagement with staff and the community, and partnerships with local organizations, the Town made meaningful progress toward building a more inclusive and accessible organization.

Accessibility considerations were integrated into planning, service delivery, infrastructure improvements, community programming and corporate initiatives throughout the year. Staff throughout the organization worked collaboratively to identify opportunities to enhance accessibility, share knowledge and best practices, and ensure that municipal programs, services and facilities are designed with the needs of all residents in mind.

The following highlights outline key accessibility initiatives and accomplishments achieved throughout the corporation in 2025.

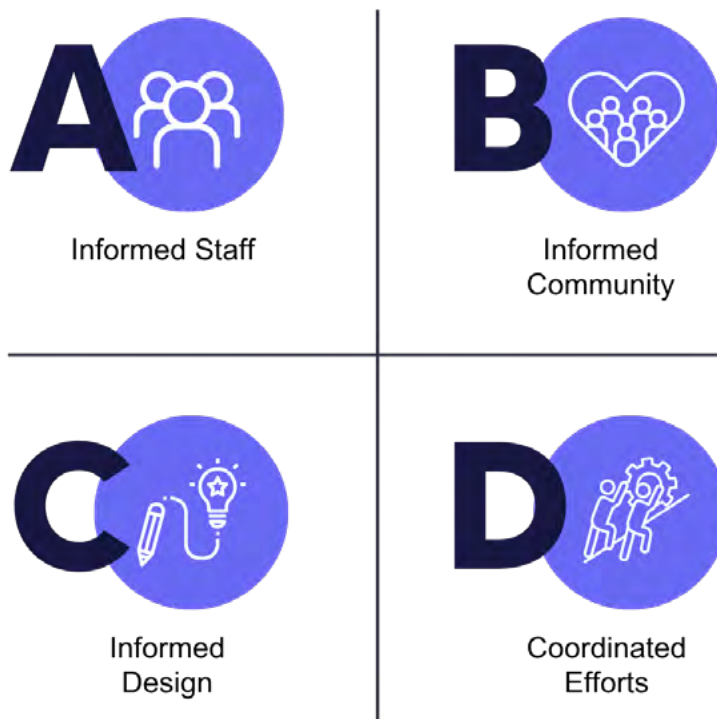
Advancing accessibility through the Multi-Year Accessibility Plan

A significant achievement in 2025 was the successful development and Council endorsement of the 2025–2029 Multi-Year Accessibility Plan (MYAP) in August of 2025.

The plan was developed through a collaborative, cross-departmental process that brought together staff from throughout the organization. A dedicated accessibility staff team was established and received training on accessibility regulations to support the development of the plan. Representatives from throughout the corporation contributed operational expertise, ideas and feedback to ensure the plan reflects a comprehensive organizational perspective.

The MYAP development process included extensive consultation with both internal and external stakeholders. Input was gathered from residents, visitors, local businesses, York Region, local school boards and the [Georgina Accessibility Advisory Committee \(GAAC\)](#).

The plan is structured around four strategic themes that will guide accessibility initiatives over the coming years:



These themes establish a clear framework for advancing accessibility throughout municipal policies, services, facilities and programs.

Strong organizational performance in accessibility compliance

In 2025, the Town participated in an accessibility compliance audit conducted by the Ontario Ministry for Seniors and Accessibility. Staff throughout the organization responded promptly and collaboratively to the audit request, and the results confirmed the Town's strong compliance with applicable accessibility requirements.

The positive results reflect the Town's investment in accessibility initiatives, including staff training, accessibility programs and the work of the Georgina Accessibility Staff Team (GAST). Further, the strong audit outcome highlights the organization's growing awareness of accessibility requirements and the continued integration of accessibility considerations into daily operations and corporate decision-making.

In 2025, the Town undertook one of its most comprehensive accessibility engagement efforts to date, supported by a robust and data-driven approach to understanding community needs.

From September 2024 through February 2025, the Town conducted an extensive and inclusive engagement process to inform the development of the 2025–2029 MYAP.

Engagement activities included:

- Promoted the Accessibility Survey at major community events, including the Georgina Kinsmen's Keswick Santa Claus Parade, the ROC, the Link Winter Market and the Mayor's New Year's Levee.
- Direct engagement with residents at community facilities such as the Multi-Use Recreation Complex (MURC) and the Link.
- Sponsored a community lunch event attended by approximately 140 residents, where the Accessibility Survey was promoted.
- Hosted a dedicated seniors engagement session at Club 55 in Keswick.

Engaging staff and the community



Town staff at a public engagement session

The consultation process was conducted collaboratively with the [Georgina Accessibility Advisory Committee \(GAAC\)](#), the Georgina Accessibility Staff Team (GAST), Town departments, community organizations, local businesses and municipal partners. The public survey generated 504 responses, providing a data-rich evidence base. The results provided a detailed snapshot of accessibility needs and experiences across the community.

Key insights include:

- 24.1 per cent of respondents identified as living with at least one disability.
- 35.4 per cent of respondents identified a household experience with disability.
- Respondents identified exposure to a broad range of disability types that included mobility (60.8 per cent), mental health (29.2 per cent), and physical health challenges (25.1 per cent).
- Town residents comprised 84.4 per cent of survey respondents, representing a balanced cross-section of Georgina communities.

The survey also identified key barriers including transportation, built environment, housing, communication and digital accessibility.

This level of detailed, community-specific insight provides a strong foundation for informed, evidence-based decision-making.

These insights are actively informing MYAP implementation priorities, service enhancements and future capital and program planning decisions.

Strengthening accessibility through strategic partnerships (LEAD Initiative)

An important component of the MYAP development process was the Town's partnership with the Leading Equitable and Accessible Delivery (LEAD) Program through the Abilities Centre.

Building on initial engagement undertaken in 2024, the LEAD initiative continued to support the Town in 2025 by advancing organizational awareness, capacity and collaboration related to accessibility. Through this partnership, staff, members of the GAAC and community partners participated in training, knowledge-sharing, and facilitated discussions focused on accessibility best practices.

Key outcomes of the LEAD partnership in 2025 included:

- Enhanced staff and stakeholder training, supporting a stronger understanding of accessibility principles and inclusive service delivery.
- Cross-sector collaboration and team-building, which fostered enduring partnerships between the Town, GAAC, Town Council, the Abilities Centre, the Georgina Public Library, York Region, local schools, as well as the business community.
- Increased awareness of leading accessibility practices, supporting the Town's approach to go beyond minimum legislative compliance and embed accessibility into organizational culture and decision-making.

Insights and recommendations from the LEAD assessment framework directly informed the development of the Town's 2025–2029 MYAP and continue to guide implementation efforts.

This work represents an important step in advancing organizational maturity in accessibility, supporting a shift from a compliance-based approach to a more proactive, inclusive and integrated model.

Strengthening inclusive employment opportunities

In 2025, the Town launched a Community Employment Program designed to support inclusive hiring and expand employment opportunities for individuals with disabilities.

The program was delivered in partnership with a local high school, Georgina Community Living and Job Skills. Three individuals participated in the program, gaining valuable workplace experience within the organization. One participant with a visual impairment successfully secured seasonal employment with the Town.

This initiative represents an important step toward supporting inclusive employment opportunities and promoting workforce participation for individuals with disabilities within the community



Investing in accessible facilities and infrastructure



Accessibility is a key consideration across the Town's municipal operations, ensuring that community facilities, public spaces, and infrastructure provide safe, inclusive, and barrier-free access for residents of all ages and abilities.

A significant milestone in 2025 was the continued development of municipal facilities designed to support inclusive access, including the new Civic Centre and the ongoing operations of the MURC, which opened in March 2024 as a fully accessible, modern community facility. These facilities incorporate a wide range of accessibility features, supporting equitable access for residents and visitors.

Accessibility improvements were also made to outdoor spaces and parks. In 2025:

- A new accessible playground was installed at High Castle Park, including ramp access and inclusive play features developed in consultation with the GAAC.
- Twelve accessible picnic tables were installed throughout parks and public spaces to support inclusive outdoor recreation.
- Minimum accessibility standards were established to guide future playground replacement projects.

The Town continues to integrate accessibility into the renewal of infrastructure. Where applicable, upgrades and replacements are brought up to the latest accessibility standards, ensuring facilities are safe, functional and barrier-free for all residents. For example, sidewalk crossings at intersections and other pedestrian facilities are designed or retrofitted to support accessible mobility, incorporating tactile surfaces, curb cuts and clear pedestrian pathways.

These initiatives demonstrate a coordinated approach to accessibility, embedding inclusive design into both new projects and the renewal of existing facilities and infrastructure. By integrating accessibility considerations across municipal operations and public spaces, the Town ensures safe, equitable and barrier-free access throughout the community, reflecting its commitment to creating an inclusive environment for all.

Leveraging external funding to advance accessibility



Two people play pickleball



Jackson's Point Parkette

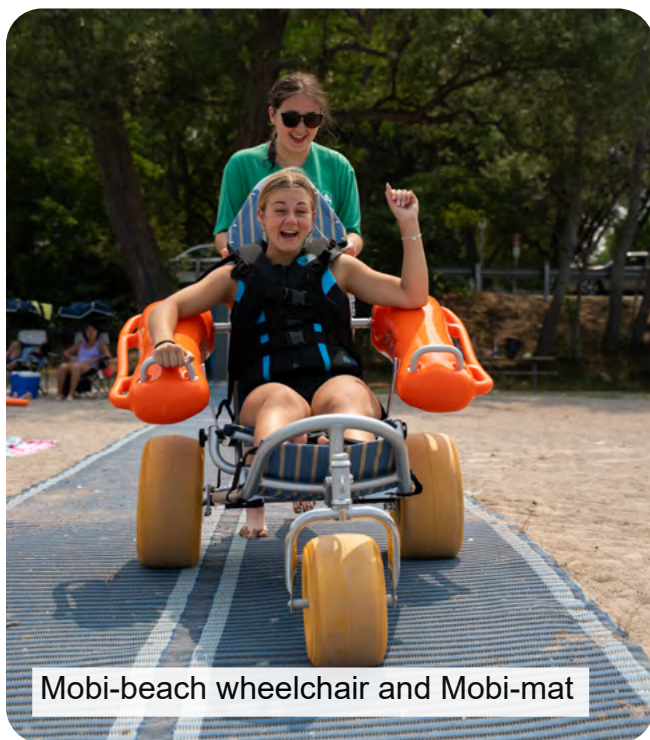
In 2025, the Town of Georgina successfully secured a number of competitive grants to support accessibility improvements throughout municipal facilities, programs and public spaces. These investments have enabled the Town to enhance accessibility in a targeted and cost-effective manner while advancing key priorities identified in the Multi-Year Accessibility Plan.

Funding secured in 2025 includes:

- **Green and Inclusive Community Buildings (GICB) Grant**
Funding was awarded to support indoor accessibility improvements at the Sutton Arena, enhancing barrier-free access and improving the overall user experience for residents and visitors.
- **Seniors Active Living Centres (SALC) Funding**
Funding was received to support seniors programming, including the purchase of adaptive equipment at Club 55+ locations. These enhancements improve accessibility and participation for older adults of varying abilities.
- **Western Community Infrastructure Grant**
Funding was secured to support the installation of an accessible bench as part of the Jackson's Point Parkette revitalization, contributing to more inclusive and accessible public spaces.

These grant-funded initiatives demonstrate the Town's proactive approach to leveraging external funding opportunities to advance accessibility. By aligning funding applications with strategic priorities, the Town continues to enhance inclusive infrastructure and programming while maximizing the impact of available resources.

Expanding inclusive recreation and community programs



Mobi-beach wheelchair and Mobi-mat



Sensory room at the MURC

The Town continued to support inclusive recreation opportunities and community programming designed to promote accessibility and participation.

Accessibility initiatives in 2025 included:

- Inclusive summer camp programming designed to support children of all abilities
- Continued operation of the beach mobility mat program and beach wheelchair access, improving access to waterfront areas.
- Expansion of the MURC's sensory room, providing a supportive environment for individuals with sensory needs.

Staff also participated in community initiatives that promote diversity, equity and inclusion, including cultural events and regional partnerships focused on creating welcoming and inclusive communities.

Enhancing digital accessibility and modern service delivery

Improving digital accessibility remained an important priority in 2025, supporting more inclusive access to municipal services for residents, businesses, staff and others.

Significant updates were made to the Town's website to improve accessibility and transparency. Enhancements included improvements to accessible design features, updated accessibility information and resources, and the addition of an accessibility toolbar to improve navigation and the overall user experience for individuals with diverse accessibility needs.

The Town also launched a new [Development Tracking System \(DTS\)](#), a modern digital platform that allows applicants to submit development applications online, upload documents, track application status, process payments electronically and receive updates throughout the application process.

By providing online access to development services, the system helps reduce barriers related to travel, mobility, and scheduling while improving transparency and communication for residents, builders and developers.

In addition to improving the customer experience, the implementation of the DTS also enhances accessibility within the workplace. The platform provides staff with modern digital tools that support flexible and accessible ways of working, enabling employees to manage applications, review submissions, and communicate with applicants through a centralized digital system.

These improvements support a more inclusive work environment by providing accessible tools and technology that help employees perform their roles effectively. By investing in modern, accessible systems, the Town is better positioned to support a diverse workforce, including employees with varying abilities, while continuing to deliver efficient, transparent and accessible services to the community. This approach supports the Town's broader commitment to removing barriers in both service delivery and employment, ensuring accessibility is embedded across municipal operations.

Supporting accessible learning, technology and library services



Accessibility features at Georgina Public Library

Accessibility initiatives were also advanced through library programs and services that support equitable access to information, technology, and community resources. [A comprehensive Library Accessibility Report can be found here.](#)

Key initiatives in 2025 included:

- Development of a new accessible library website designed to meet [Web Content Accessibility Guidelines \(WCAG\)](#).
- Expansion of loanable technology programs, including Wi-Fi hotspot lending.
- Launch of a loanable recreation pass program that supports access to municipal recreation facilities.
- One-on-one technology support programs that assist residents with digital literacy and device setup.
- Continued review and improvement of library collections to better reflect community needs.

The library staff actively participates in the IDEA (Inclusion, Diversity, Equity and Accessibility) Committee, which includes members with lived experience. This involvement ensures that inclusive programming and initiatives are informed by both staff perspectives and firsthand understanding of accessibility and equity considerations in the community.

Promoting accessibility through planning, design and public safety



Accessible parking at the MURC



Wheelchair accessible picnic table

Accessibility considerations continued to be integrated into planning, development review and public safety initiatives.

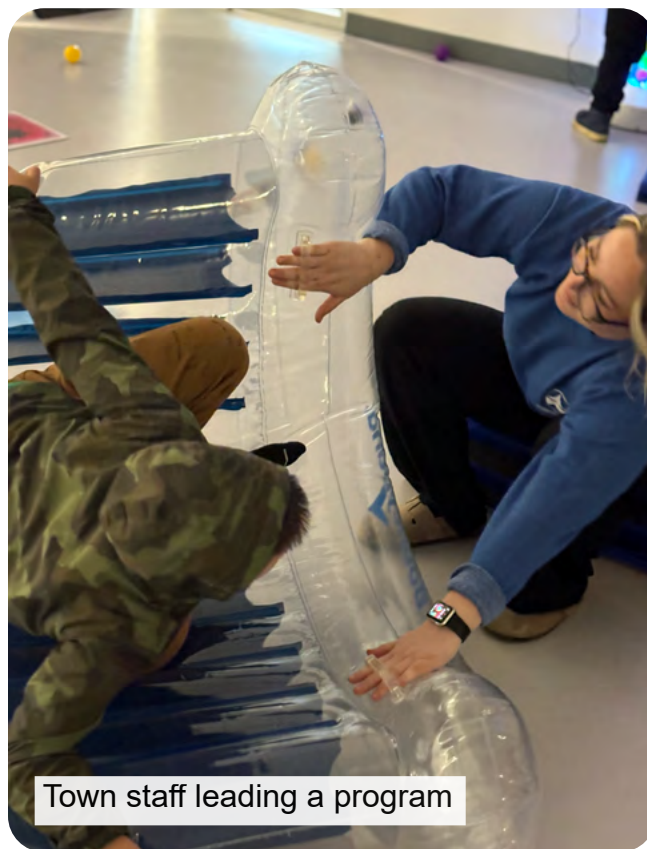
Planning staff review development proposals to ensure accessibility features are incorporated into site design, including accessible parking spaces, sidewalks and tactile walking surface indicators. In many cases, the Town's internal standards exceed provincial minimum requirements to support inclusive development.

Public safety initiatives also incorporate accessibility considerations. Fire prevention teams continued to deliver community education programs, conduct home inspections, and engage directly with seniors and vulnerable residents to promote fire safety. Staff also provide accessible safety education through adapted tours, community events, and the use of translation tools to reduce communication barriers.

Strengthening corporate awareness and collaboration



Accessible high ropes at the ROC



Town staff leading a program

The development of the MYAP and related initiatives helped strengthen accessibility awareness across the organization.

Staff participated in accessibility training and ongoing learning opportunities related to accessible communications, document formatting and inclusive service delivery. Accessibility considerations are increasingly incorporated into corporate processes such as procurement, project planning and budgeting.

Cross-departmental collaboration continues to play a key role in advancing accessibility initiatives. Staff work together through internal teams and partnerships to share knowledge, explore innovative practices, and identify opportunities to further enhance accessibility across municipal programs and services.

Looking Ahead



Child using a wheelchair playing at the MURC

The Town of Georgina remains committed to building an inclusive and accessible community for residents, employees, and visitors.

In the coming years, the Town will continue to advance the priorities outlined in the 2025–2029 Multi-Year Accessibility Plan, strengthen staff awareness and training, and integrate accessibility considerations into programs, services, infrastructure planning and corporate decision-making.

Ongoing engagement with staff, residents, community partners and the GAAC will remain an important part of identifying barriers and ensuring accessibility initiatives reflect the evolving needs of the community.

The Town is proud of the progress made in 2025 and looks forward to building on this momentum to further advance and expand accessibility across the organization and the community.



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Stay informed



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