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City of Temiskaming Shores

2025

Accessibility Status Report

City of Temiskaming Shores  
P.O. Box 2050  
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Haileybury, Ontario  
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## Overview

The Accessibility for Ontarians with Disabilities Act was passed in 2005. Under the Act, organizations must meet accessibility requirements in the areas of Customer Service, Employment, Information and Communications, Transportation and Design of Public Spaces, with staggered compliance dates.

The City of Temiskaming Shores' current 2024 - 2028 Multi-Year Accessibility Plan (By-law No. 2023-134), provides the framework to meet legislated accessibility requirements. The City will publish an Annual Accessibility Status Report each year to outline its progress in achieving these goals.

The City of Temiskaming Shores strives to meet the needs of its employees and residents with disabilities, and is working to remove and prevent barriers to accessibility and to fulfill the requirements under the Accessibility for Ontarians with Disabilities Act. The 2024-2028 Accessibility Plan, in conjunction with the Annual Accessibility Status Report will demonstrate the City's role in making Ontario accessible for all Ontarians.

The City's Plan is primarily focused on the five (5) Integrated Accessibility Standards. These standards were established to prevent and remove barriers for people with disabilities. The standards are:

- Information & Communication;
- Employment;
- Transportation;
- Design of Public Spaces; and
- Customer Service.

Below is a summary of the City's accessibility achievements in 2025.

## Information and Communication

### Community-Based Strategic Plan

As part of the development of the City's Strategic Plan, the consultants utilized the multi-year accessibility plan as one of the documents to guide the strategic planning process.

### Compliance Reporting

As a bi-annual requirement, the City will complete the Accessibility Compliance Report for submission to the Accessibility Directorate of Ontario, under the Ministry for Seniors and Accessibility by December 31, 2025. Additionally, the [annual Reports](#) are posted on the City's website.

### Council Meetings

The City of Temiskaming Shores continues to use audio/ visual equipment to offer live streaming of Regular Council meetings. The technology also provides the City with an opportunity to host both Council and Committee meetings virtually or through a hybrid model. As such, the City's Procedural By-law includes provisions to ensure Council members or members of a local board can participate in meetings electronically (including closed session) and can be counted in determining whether a quorum of members is present at any point in time.

The live-streaming and hybrid meetings provide many benefits, including more opportunities for community participation, options for accessibility measures such as closed captioning and increased flexibility for Council members. All Council meeting documents are available in an accessible format on the City's website.

The City of Temiskaming Shores launched its Council and Committee-of-the-Whole [meeting agendas and agenda packages](#) in eScribe in 2025. The eScribe public-facing interface is designed to be accessible: it has been independently evaluated and found to fully comply with WCAG 2.0 Level AA standards for web content accessibility. eScribe is dedicated to maintaining and continually improving the accessibility of their platform and regularly review and update their software to ensure ongoing compliance with the latest accessibility guidelines and to provide the best possible experience for all users.

### Procurement

The City of Temiskaming Shores continues to include an AODA Compliance clause regarding accessibility requirements in procurement documents (i.e., Request for Proposals, etc.).

### Recreation

The City of Temiskaming Shores All Age Friendly Community Committee continues to meet with a mandate of leading initiatives aimed at making the City a more age friendly community, enabling all residents to participate as full and meaningful community members. Some of the focus areas for the Committee are to improve social participation, such as advertising the accessible features of programs and modifications that can be made for older adults with physical challenges and improving outdoor spaces and public buildings.

In 2025, the City of Temiskaming Shores was successful with an application regarding the Seniors Active Living Centre Program. Seniors Active Living Centre (SALC) programs are funded by the Ontario Ministry for Seniors and Accessibility and are legally required to comply with all applicable accessibility legislation, including the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Accessibility is a core component of the SALC program, which aims to reduce barriers to participation and promote the inclusion of all seniors. The SALC program categories include health and wellness, physical activities and sports, social activities, and transportation services.

### Site Plan Control

The Accessibility Advisory Committee continues to meet as required, to provide feedback on Site Plan Control applications prior to approval, for the purpose of providing input on a variety of City and private developments.

### **Employment**

The City continues to comply with the requirements of Integrated Accessibility Standards Regulation through the training requirements as part of the City's onboarding package during orientation.

In addition, the public is notified of accommodation for applicants with disabilities during the recruitment process.

### **Transportation**

Temiskaming Transit acquired two (2) new accessible transit buses in 2025, featuring accessible ramps and connections for wheelchairs. Additionally, staff continue to increase the winter maintenance at transit stops.

Under Goal 3 of the [City's Community-Based Strategic Plan](#) (to continue investing in the community in a cost-effective manner and clearly communicating that message), Objective 2 is to support public transportation by improving and, where feasible, expanding transit routes to better serve recreation facilities and other areas of the community that are currently not accessible.

### **Public Spaces**

The City continues to focus on removing barriers which may exist in our buildings, facilities, roadways and sidewalks while ensuring that new buildings, leases and renovations do not create any new barriers.

The Public Works Department continues to identify areas where accessible parking spaces within the City may require modifications or relocation; along with ensuring the proper curb cuts and sidewalk modifications are completed in a timely manner. In 2025, an accessible parking space was added at the Haileybury Beach.

Sidewalk and asphalt upgrades were completed in various areas including the Haileybury Medical Centre, Broadway Avenue (in front of the Haileybury funeral home and Social Services building), and additional cuts along Whitewood Avenue in New Liskeard, providing better access in these areas. Enhanced intersection markings and reconfiguration of the pedestrian crossing signals were also completed in the downtown area of New Liskeard, as well as increased winter maintenance at pedestrian crossings throughout the City.

City Council continually allocates \$25,000 annually for accessibility-related projects related to curb cuts, sidewalk repairs and accessible parking spaces.

In 2025, the City installed two water wheelchairs for use in each New Liskeard and Haileybury Beach areas, and Mobi-mats, which are portable nonslip roll-up beach access mats to assist people with disabilities, walkers and elderly visitors, or parents with strollers.

As an identified project from the 2024-2028 Accessibility Plan, the Shelley Herbert Shea Memorial Arena was provided with an accessible viewing platform.

### **Customer Service**

The City continues to review customer feedback and takes appropriate action. In addition, the City of has statements on the website informing people that accessible formats and communication supports are available upon request.

### **We Welcome Your Feedback**

Members of the public are encouraged to provide comments on the City of Temiskaming Shores Multi Year Accessibility Plan, the Accessibility Status Reports, and any other accessibility related matter.

To request a copy of this report in an alternate format, please contact us at:

Call

(705) 672-3363

Email

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Mail

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