



The Ontarians with Disabilities Act, 2001

The Accessibility for Ontarians with Disabilities Act, 2005

**MULTI-YEAR  
ACCESSIBILITY PLAN**

**2014 – 2018  
Revised**

**Township Council Accessibility Policy C-PD-03  
Administrative Procedure A-PD-03**

# TOWNSHIP OF MUSKOKA LAKES - MULTI-YEAR ACCESSIBILITY PLAN

## General Information

The Township of Muskoka Lakes is located in the District Municipality of Muskoka. At 782 square kilometres it is geographically the largest of six lower tier municipalities in Muskoka. It was created in 1971. It has a permanent population of 6,324.

The Township offers standard municipal services, operating from an administrative centre located at 1 Bailey Street, Port Carling, Ontario, P0B 1J0. It maintains 12 community centres, 10 fire stations, 2 arenas, 3 works yards, 2 libraries, 20 parks, 10 beaches, 5 recreational trails, 37 public docks/water access points and 19 public boat ramps.

It is the Township's policy (C-PD-03) to make any new or significantly renovated facility accessible.

## Consultation

With a population of 6,324, the Township is not required to have an accessibility advisory committee, although comments from the public were originally sought through newspaper advertising. Currently, public input is sought through notice on the Municipal website and the Township Office bulletin board.

## Purpose

The purpose of the Ontarians with Disabilities Act, 2001 (ODA) is to improve access and opportunities for people with disabilities. The act provides for their involvement in identifying, removing and preventing barriers so they can fully take part in the life of the province.

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA), lays out the framework for the development of province wide mandatory standards on accessibility in all areas of daily life. To achieve the purpose of the AODA, Accessibility Standards are being developed and implemented by Regulation and apply to five important areas being; Customer Service (Ontario Regulation 429/07, Accessibility Standards for Customer Service), Employment, Information & Communications, Transportation and Built Environment, (Ontario Regulation 191/11, Integrated Accessibility Standards).

For purposes of Ontario Regulation 191/11 (Integrated Accessibility Standards), the Township of Muskoka Lakes is described as a large designated public sector organization. A *designated public sector organization* means every municipality, a *large designated public sector organization* means a designated public sector organization with 50 or more employees and an *obligated organization* means the Government of Ontario, the Legislative Assembly, a designated public sector organization, a large organization and a small organization to which the standards in Ontario Regulation 191/11 apply.

## Municipal Accessibility Plans

### Annual Accessibility Plans

Pursuant to the ODA, each year every municipality shall prepare an accessibility plan and make it available to the public. The plan shall address the identification, removal and prevention of barriers to persons with disabilities in by-laws, policies, programs, practices and services. The first year of compliancy by municipalities was 2003. Municipalities are also required to either seek advice from an accessibility advisory committee or consult with persons with disabilities and others. Pursuant to Section 12 of the ODA, the Township is not required to establish an accessibility advisory committee as the Township's population is less than 10,000. As a result, the Township prepared annual Accessibility Plans through to 2012.

You will note that on a day to be named by proclamation of the Lieutenant Governor, the ODA will be repealed by the AODA. (Please note that Sections 11, 12 and 13 of the ODA have been repealed effective December 1, 2015.)

### Multi-Year Accessibility Plans

Pursuant to Ontario Regulation 191/11, designated public sector organizations shall establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the Regulation, post the accessibility plan on their website, provide the plan in an accessible format upon request, and review and update the accessibility plan at least once every five years. Designated public sector organizations shall prepare an annual status report on the progress of measures taken to implement the strategy, including steps taken to comply with the Regulation, post the status report on their website, and provide the report in an accessible format upon request. Designated public sector organizations shall establish, review and update their accessibility plans in consultation with persons with disabilities and if they have established an accessibility advisory committee, they shall consult with the committee. Pursuant to Section 29 of the AODA, the Township is not required to establish an accessibility advisory committee as the Township's population is less than 10,000.

Through the development of this Plan, barriers within the organization have been identified. Below is a list of the identified barriers, and anticipated steps to remove them. As this is a multi-year plan, projects have been identified which are beyond the formally approved budget process. As such, the projects may be amended, added or removed. The needs of the municipality will continue to evolve which may shift identified priorities. Third-party funding may become available in the future which could adjust the timelines of the identified projects. Projects will continue to be reviewed and updated through the annual budget process as well as the annual report.

### Definitions

**“accessibility standard”** means an accessibility standard made by regulation under section 6 of the AODA.

**“accessible formats”** may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

**“barrier”** means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

**“communication supports”** may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

**“designated public sector organization”** for purposes of Accessibility Standards for Customer Service - means the Legislative Assembly and the offices of persons appointed on the address of the Assembly, every ministry of the Government of Ontario, every municipality and every person or organization listed in Schedule 1 or described in Schedule 2 to Ontario Regulation 429/07.

**“designated public sector organization”** for purposes of Integrated Accessibility Standards - means every municipality and every person or organization listed in Column 1 of Table 1 of Ontario Regulation 146/10 (Public Bodies and Commission Public Bodies — Definitions) made under the *Public Service of Ontario Act, 2006* or described in Schedule 1 to Ontario Regulation 191/11.

**“disability”** means,

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

**“large designated public sector organization”** means a designated public sector organization with 50 or more employees.

**“large organization”** means an obligated organization with 50 or more employees in Ontario, other than the Government of Ontario, the Legislative Assembly or a designated public sector organization.

**“obligated organization”** means the Government of Ontario, the Legislative Assembly, a designated public sector organization, a large organization and a small organization to which the standards in this Regulation apply.

**“organization”** means any organization in the public or private sector and includes,

- (a) the Government of Ontario and any board, commission, authority or other agency of the Government of Ontario,
- (b) any agency, board, commission, authority, corporation or other entity established under an Act,
- (c) a municipality, an association, a partnership and a trade union, or
- (d) any other prescribed type of entity.

**“provider of goods or services”** means a person or organization to whom Ontario Regulation 429/07 applies.

### **Plan Working Group**

The plan working group is comprised of the Township Management Team (CAO, Treasurer, Clerk, Director of Planning, Development Services Coordinator, Director of Public Works, and Fire Chief) and the Primary and Secondary Council Departmental Liaisons. These people will review the plan on an ongoing basis and collaborate on updates annually. Comments and suggestions from the public are encouraged.

### **Operational Review**

Township structures and facilities were inspected during November 2008 to identify deficiencies regarding barrier free accessibility and to consider work or alterations, which could be undertaken to improve the situation.

For the purposes of this accessibility plan, identified barriers and recommendations on how to remove them will be addressed in general terms. Detailed information is available at the Township of Muskoka Lakes Office.

### **Past Achievements of Removing Barriers – Schedule “A”**

See Schedule “A” attached to this plan to view a listing of past achievements by the Township of removing barriers.

## **Future Actions to Remove Barriers – Schedule “B”**

See Schedule “B” attached to this plan to view a listing of future actions by the Township to remove barriers.

## **Contact Information**

This plan is available at the Township of Muskoka Lakes Municipal Office at:

1 Bailey Street  
Port Carling, Ontario  
P0B 1J0  
(705)765-3156  
[www.muskokalakes.ca](http://www.muskokalakes.ca)

Public input on this plan may be submitted to the Township of Muskoka Lakes at the same address as above.

## SCHEDULE A – MULTI-YEAR ACCESSIBILITY PLAN

### Past Achievements of Removing Barriers

YEAR	LOCATION AND ACHIEVEMENT
1993	The <b>Bala Branch Library</b> located in the <b>Bala Community Centre</b> was expanded. Both the library and community centre were made accessible.
1995	The <b>Bala Arena</b> was renovated and made accessible.
1997 2000 2003 2006 2010	Vote by mail has been utilized by the Township of Muskoka Lakes as an alternative voting method for the 1997, 2000, 2003, 2006, and 2010 <b>Municipal Elections</b> . This service improves access by eliminating the need for voting locations to ensure that electors are able to participate fully in the democratic process.
2001	The <b>Port Carling Memorial Community Centre</b> was rebuilt. The facility is fully accessible, with an elevator servicing the two storey structure.
2001	The <b>Port Carling Main Branch Library</b> was rebuilt. It is a two storey structure and is fully accessible, with an elevator.
2001	During the <b>Bala Community Centre</b> renovations, the washrooms were made accessible.
2002	A <b>Municipal Website</b> was established to enable those who are unable to attend the Township Office in person to access municipal information.
2002	The <b>Port Carling Arena</b> was expanded and renovated, with full accessibility.
2003	The Township of Muskoka Lakes developed an <b>Accessibility Plan</b> to identify, remove and prevent barriers.
2004	The <b>Milford Bay Community Centre</b> is a very large two storey facility. An elevator was installed in late 2004.
2004	Construction of a barrier free washroom / change room facility was completed at the <b>Windermere Beach</b> area.
2004	Handicapped parking was designated and signage was installed at each of the Township's twelve community centres, two arenas and the <b>Township Office</b> .
2005	Phase 1 renovations to the <b>Township Office</b> included the installation of an elevator and ramp to remove physical barriers to all service areas plus the reconstruction of the washrooms, so now they are also barrier free.
2005	The <b>Muskoka Lakes Sports Park</b> was completed. This included the construction of a barrier free washroom/change room facility.
2006	Barrier free seating and access to same was installed in the <b>Bala Arena</b> .
2006	The access ramp at the <b>Foot's Bay Community Centre</b> was reconstructed.
2006	Phase 2 renovations of the <b>Township Office</b> were completed and included a wheelchair accessible area at the main service counter.

2007	The <b>West Whites Road 1890 Schoolhouse</b> was renovated with the inclusion of barrier free access.
2007	At the <b>Milford Bay Community Centre</b> , a barrier free washroom on the main floor was constructed.
2007	The access ramp at the <b>Peninsula Community Centre</b> was reconstructed.
2007	The <b>Raymond Community Centre</b> covered ramp and accessible entrance to the main floor was constructed. The area from the designated parking to the new ramp at the front entrance was paved, and the washrooms were refitted with new fixtures to improve accessibility.
2007	Designated parking areas were created and a new accessible ramp was constructed at the <b>Torrance Community Centre</b> .
2007	The Duke House <b>Visitor Information Centre</b> in Port Carling was restored as a heritage building with minor renovations. The addition of a new accessible washroom and an accessible ramp were constructed.
2008	An accessible parking area was constructed and designated at the <b>Visitor Information Centre</b> .
2008	The <b>Municipal Website</b> was improved to provide enlarged font sizes to remove information / communication barriers.
2008	Phase 3 renovations of the <b>Township Office</b> were completed with the inclusion of an accessible washroom on the fourth floor off the Council Chambers.
2008	The <b>Walker's Point Fire Hall</b> was relocated and constructed attached to the Walker's Point Community Centre. This facility has barrier free access. The washrooms were not made fully accessible as this is not a public building.
2008	<b>Port Carling Streetscape</b> plans were developed for barrier free sidewalks on Joseph Street, Maple Street and Medora Street.
2008	<b>Bala Streetscape</b> construction was completed on Muskoka Road 169 providing a pedestrian sidewalk from Gordon Street to River Street.
2008	Snow removal on <b>sidewalks</b> was expanded in <b>Port Carling and Bala</b> for pedestrian accessibility. Port Carling was extended to include the sidewalk the full length of Bailey Street. Bala was expanded to provide sidewalk clearing service on Muskoka Road 169 from the Bala Post Office to the north entrance of Bala Falls Road.
2008	Constructed a barrier free washroom on the main floor of the <b>Foot's Bay Community Centre</b> .
2008	The <b>Peninsula Community Centre</b> washrooms are barrier free. Minor alterations and changing of fixtures was completed to improve accessibility.
2008	The <b>Walker's Point Community Centre</b> washrooms are accessible but were renovated to improve accessibility.
2008	The <b>Windermere Community Centre</b> was renovated to make the main entrance and washrooms barrier free.
2009	A new parking lot including accessible parking spaces was constructed at the <b>Raymond Community Centre</b> .

2009	Construction of the new, barrier free, <b>Port Carling Fire Station</b> was completed.
2009	Pedestrian accessible <b>sidewalks</b> were completed on Bala Falls Road in <b>Bala</b> .
2009	Pedestrian accessible <b>sidewalks</b> were completed on Maple Street in <b>Port Carling</b> .
2009	Policy development and training were completed to meet the <b>Accessibility Standards for Customer Service</b> . (Accessibility Standards for Customer Service – Ontario Regulation 429/07 – TML Policy C-GG-21, Accessible Customer Service)
2009	Purchased and installed <b>accessible playground equipment</b> at Walker's Point Community Centre, Bala Community Centre, Milford Bay Community Centre and Sunset Beach Park – Torrance.
2009	<b>Official Plan Review</b> included the addition of policies on accessibility.
2009	An accessibility checklist was developed for <b>site plan</b> review.
2010	Pedestrian accessible <b>sidewalks</b> were completed on Medora Street in <b>Port Carling</b> .
2010	Parking lot surface was paved in the area of the accessible parking spaces at the <b>Foot's Bay Community Centre</b> .
2010	Completed review and provided report for Actions/Initiatives for the identification, removal and prevention of barriers that affected candidates and electors for the <b>2010 Municipal Election</b> .
2010	Established practices to review <b>site plans</b> for accessibility.
2010	Filed <b>Accessibility Compliance Report</b> by December 31, 2010 for municipalities with 50+ employees.
2011 2013	Provided text-to-speech enablement software on the <b>Municipal Website</b> as well as other tools to help interact with the website as part of the continued accessible customer service initiatives for a two year period.
2011	Existing washrooms at the <b>Raymond Community Centre</b> were upgraded in the existing area to improve accessibility however they are not fully accessible.
2011	A new accessible ramp was contracted at the <b>Ullswater Community Centre</b> and gravel was added to the existing parking lot.
2012	<b>Information and Communication</b> - Provide accessible emergency and public safety information, upon request. (Integrated Accessibility Standards – Ontario Regulation 191/11, Section 13 – TML Policy C-GG-25, Integrated Accessibility Standards)
2012	<b>Employment</b> - Provide individualized workplace emergency response information to employees with disabilities, if required. (Integrated Accessibility Standards – Ontario Regulation 191/11, Section 27 – TML Policy C-GG-25, Integrated Accessibility Standards)
2013	New accessible washrooms were constructed at the <b>Ullswater Community Centre</b> along with paving area of the parking lot from the designated parking to the ramp. <i>Note – in 2013 made funding application under the Enabling Accessibility Fund – denied.</i>
2013	Filed <b>Accessibility Compliance Report</b> by December 31, 2013 for municipalities with 50+ employees.

**SCHEDULE B – MULTI-YEAR ACCESSIBILITY PLAN**

**Future Actions to Remove Barriers**

<b>LOCATION</b>	<b>BARRIER</b>	<b>ACTION FOR REMOVAL</b>	<b>YEAR</b>
<b>COMMUNITY CENTRES</b>			
Bala	No barriers identified.	No work proposed.	na
Cardwell	Building and washrooms not accessible	This building is quite old and has some historical and heritage significance to the community. It has a split entrance and the washrooms are in the basement level. Any attempt to make this building accessible would destroy the unique characteristics of the building and the financial expenditure would be unjustifiable given the size of the facility. No work proposed.	na
Foot's Bay	No barriers identified	No work proposed	na
Glen Orchard	Building not accessible	Any attempt to make this building accessible would destroy the historical and heritage characteristics of the building. The existing split entrance and the location of the washrooms in the basement do not lend themselves to alterations unless major work was undertaken. No work is proposed at this time.	na
Milford Bay	No barriers identified	No work proposed.	na
Peninsula	No barriers identified	No work proposed.	na
Port Carling	No barriers identified	No work proposed.	na
Raymond	Washrooms not fully accessible	Would require major work and perhaps an addition to the building to accomplish this. Existing washrooms have been upgraded as much as possible in the existing area.	na
Torrance	Basement of building	Basement level is not accessible and no work is proposed to change this.	na
Ullswater	No barriers identified	No work proposed	na
Walker's Point	No barriers identified	No work proposed.	na
Windermere	Basement of building	Basement level is not accessible and no work is proposed to change this.	na

<b>ARENAS</b>			
Bala Arena	No barriers identified	No work proposed.	na
Port Carling Arena	No barriers identified	No work proposed.	na
<b>OTHER FACILITIES</b>			
Visitor Information Centre (Duke House) - Port Carling	Upper Floor of building is not accessible	Renovations of upper floor would destroy the historical and heritage characteristics of the building. No work proposed.	na
Township Office – Port Carling	No barriers identified	No work proposed.	na
West Whites Rd. 1890 Schoolhouse	Washrooms not accessible.	There is presently only one washroom with a chemical toilet in this building. No work is proposed to change this.	na
Windermere Village Hall	Building and washrooms not accessible	No work is proposed to make this building accessible given the age, size, and historical characteristics of the building.	na
<b>STREETSCAPE</b>			
Bala Streetscape	Pedestrian accessibility.	Pedestrian accessibility will be addressed in any future capital works.	Ongoing
Port Carling Streetscape	Pedestrian accessibility.	Pedestrian accessibility will be addressed in any future capital works.	Ongoing
<b>ITEM</b>	<b>BARRIER</b>	<b>ACTION FOR REMOVAL</b>	<b>YEAR</b>
<b>POLICIES, PROGRAMS, PRACTICES, SERVICES AND BY-LAWS</b>			

Zoning By-law Review	Barriers not recognized in Plan	Review Zoning By-law and add policies to comply with Official Plan.	2014
Parking By-law	By-law requires updating and all designations and signage installed.	Review of existing by-law and implementation of approved designations and signage.	2014
Accessibility Standards - Customer Service O.Reg.429/07	1. New and continued training 2. New and continued accessible customer service initiatives	1. Provide new and continued training to Council, staff and volunteers 2. Provide new and continued accessible customer service initiatives	Ongoing  Ongoing
Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Implement requirements of O.Reg.191/11 to meet phased approach to four accessibility standards.	Remove barriers in four areas being; Employment, Information & Communications, Transportation and Built Environment	Compliance timelines are being phased in between 2011 – 2025 – Ongoing
O.Reg.191/11	General	Develop accessibility polices	2014
O.Reg.191/11	General	Develop a multi-year accessibility plan	2014
O.Reg.191/11	General	Report annually on the progress of the multi-year accessibility plan	Annually 2014 – 2025
O.Reg.191/11	General	Review multi-year accessibility plan at least once every five years	2019
O.Reg.191/11	General	Incorporate accessibility criteria when procuring or acquiring goods, services or facilities	2014
O.Reg.191/11	General	Incorporate accessibility features into self-service kiosks	2014
O.Reg.191/11	General	Provide training on the requirements of the Integrated Accessibility Standards	2014
O.Reg.191/11	Information and Communication	Website enhancement – make all new internet websites and new web content on those sites conform to WCAG 2.0, level A <i>Note – in 2013 made funding application under the Enabling Accessibility Fund – denied.</i>	2014
O.Reg.191/11	Information and Communication	Make feedback processes accessible, upon request	2014
O.Reg.191/11	Information and Communication	Provide accessible formats and communication supports, upon request	2015

O.Reg.191/11	Information and Communication	Website enhancement – all internet websites and web content must conform to WCAG 2.0, level AA	2021
O.Reg.191/11	Employment	Make employment practices accessible including; <ul style="list-style-type: none"> <li>- Recruitment</li> <li>- Employee accommodation</li> <li>- Employees returning to work</li> <li>- Performance management, career development and redeployment</li> </ul>	2014
O.Reg.191/11	Transportation	Duties of municipalities that licence taxicabs (fares and fees)	2014
O.Reg.191/11	Transportation	Duties of municipalities that licence taxicabs (registration ID and information)	2014
O.Reg.191/11	Transportation	Duties of municipalities that licence taxicabs (accessible taxicabs)	2014
O.Reg.191/11	Design of Public Spaces	Meet accessibility requirements for public spaces that are newly constructed or redeveloped and intends to maintain including; <ul style="list-style-type: none"> <li>- Recreational trails and beach access routes</li> <li>- Outdoor eating areas for public use</li> <li>- Outdoor play spaces</li> <li>- Exterior paths of travel</li> <li>- On and off street parking facilities</li> <li>- Service counters, fixed queuing guides and waiting areas</li> </ul>	2016
Township Office – Port Carling	Council Chambers Audio Improvements	Incorporate audio system in Council Chambers to remove information and communication barrier	2014
Accessible Elections	Ensure municipal election process is accessible	Review municipal election process to ensure accessibility Provide Accessible Elections Actions / Initiatives Report for the Township	2014
Municipal Budget	To continue to identify, remove and prevent barriers	Review and consider expenditures and projects through the annual Township budget process with respect to accessibility	Annually 2014 – 2025