

Township of Muskoka Lakes  
 SCHEDULE "A-2" – MULTI-YEAR ACCESSIBILITY PLAN  
 Achievements of Removing Barriers - 2014-2018

YEAR PROJECT COMPLETED	FACILITY, POLICY, PROGRAM, PRACTICE, SERVICE OR BY-LAW	BARRIER	ACTION FOR REMOVAL
2014 - Ongoing - Continued	Accessibility Standards - <b>Customer Service</b> O.Reg.429/07	1. New and continued training 2. New and continued accessible customer service initiatives	1. Provide new and continued <b>training</b> to Council, staff and volunteers 2. Provide new and continued accessible customer service initiatives - Accessible Customer Service Policy C-GG-21 was passed in 2009
2014	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	<b>Design of Public Spaces</b>	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> – Integrated Accessibility Standards Policy C-GG-25 was passed in 2014 - new requirement commencing in 2016
2014	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	<b>Employment</b>	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 - Integrated Accessibility Standards Policy C-GG-25 was passed

2014 – Ongoing and upon request	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	<b>Employment</b>	Make employment practices accessible including; - Recruitment - Employee accommodation - Employees returning to work - Performance management, career development and redeployment – pursuant to Integrated Accessibility Standards Policy C-GG-25 passed in 2014
2014	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	General	Develop <b>accessibility policies</b> - 2014 – Integrated Accessibility Standards Policy C-GG-25 was passed
2014	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	General	Develop a <b>multi-year accessibility plan</b> - 2014 – Multi-Year Accessibility Plan was passed for 2014 - 2018
2014	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	General	Report annually on the progress of the <b>multi-year accessibility plan</b> - Annually - 2014-2025 - 2014 Completed report
2014	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	General	Incorporate <b>accessibility criteria when procuring</b> or acquiring goods, services or facilities - Integrated Accessibility Standards Policy C-GG-25 was passed in 2014
2014	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	General	Incorporate accessibility features into <b>self-service kiosks</b> - Integrated Accessibility Standards Policy C-GG-25 was passed in 2014
2014	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	General - New and continued integrated accessibility standards training	Provide training on the requirements of the <b>Integrated Accessibility Standards</b> – Integrated Accessibility Standards Policy C-GG-25 was passed in 2014
2014	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Information and Communication	Make <b>feedback processes accessible</b> , upon request – Integrated Accessibility Standards Policy C-GG-25 was passed in 2014
2014	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Information and Communication	Provide <b>accessible formats and communication supports</b> , upon request – Integrated Accessibility Standards Policy C-GG-25 was passed in 2014

2014	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Transportation	Duties of municipalities that licence <b>taxicabs</b> (fares and fees) – Integrated Accessibility Standards Policy C-GG-25 was passed in 2014
2014	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Transportation	Duties of municipalities that licence <b>taxicabs</b> (registration ID and information) – Integrated Accessibility Standards Policy C-GG-25 was passed in 2014
2014	Municipal Budget	To continue to identify, remove and prevent barriers	Review and consider expenditures and projects through the annual <b>Township budget process</b> with respect to accessibility - Annually - 2014 -2025
2014	Municipal Election 2014	Ensure <b>municipal election</b> process is accessible	Review municipal election process to ensure accessibility - Provide Accessible Elections Actions / Initiatives Report for the Township
2014	Municipal Election 2014	Prevent barriers to voting in the <b>municipal election</b>	Vote by mail was utilized by the Township as an alternative voting method for the 2014 Municipal Elections. This service improves access by eliminating the need for voting locations to ensure that electors are able to participate fully in the democratic process.
2014	<b>Township Office – Port Carling</b>	Council Chambers Audio Improvements	Incorporate audio system in Council Chambers to remove information and communication barrier
2014	<b>Walker’s Point Community Centre</b>	Information and Communication	Replace current facility sound system for improved and enhanced sound. This will assist in removing information and communication barriers.
2015	<b>Accessibility Compliance Report</b>	The rules and deadlines municipalities must follow to meet accessibility standards in Ontario depends on the size of your organization.	Municipalities with 50+ employees to file an Accessibility Compliance Report by December 31, 2015 to meet compliance.
2015 - Ongoing - Continued	Accessibility Standards - <b>Customer Service</b> O.Reg.429/07	1. New and continued training 2. New and continued accessible customer service initiatives	1. Provide new and continued <b>training</b> to Council, staff and volunteers 2. Provide new and continued accessible customer service initiatives - Accessible Customer Service Policy C-GG-21 was passed in 2009

2015	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	<b>Employment</b>	Make employment practices accessible including; - Recruitment - Employee accommodation - Employees returning to work - Performance management, career development and redeployment – pursuant to Integrated Accessibility Standards Policy C-GG-25 passed in 2014 – 2015 - Return to Work Process and Individual Accommodation Plan (IAP) Process were formalized to meet Policy C-GG-25
2015 - Ongoing and upon request	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	<b>Employment</b>	Make employment practices accessible including; - Recruitment - Employee accommodation - Employees returning to work - Performance management, career development and redeployment – pursuant to Integrated Accessibility Standards Policy C-GG-25 passed in 2014
2015	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	General	Report annually on the progress of the <b>multi-year accessibility plan</b> - Annually - 2014-2025 - 2015 – Completed 2014 Status Report posted on TML website
2015 - Ongoing - Continued	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	General - New and continued integrated accessibility standards training	Provide training on the requirements of the <b>Integrated Accessibility Standards</b> – pursuant to Integrated Accessibility Standards Policy C-GG-25
2015	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Information and Communication	Website enhancement – make all new internet <b>websites</b> and new web content on those sites conform to WCAG 2.0, level A - Note in 2013 made funding application under the Enabling Accessibility Fund. Application denied. 2014 – Upgrade in progress. 2015 – Upgrade / enhancements completed to WCAG 2.0, level A

2015 – Ongoing training	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Information and Communication	Website enhancement – make all new internet <b>websites</b> and new web content on those sites conform to WCAG 2.0, level A - Note in 2013 made funding application under the Enabling Accessibility Fund. Application denied. 2014 – Upgrade in progress. 2015 – Upgrade / enhancements completed to WCAG 2.0, level A
2015	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Information and Communication	Website enhancement – all internet <b>websites</b> and web content must conform to WCAG 2.0, level AA - 2014 – Upgrade in progress. 2015 – Upgrade / enhancements completed to WCAG 2.0, level AA
2015 – Ongoing training	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Information and Communication	Website enhancement – all internet <b>websites</b> and web content must conform to WCAG 2.0, level AA - 2014 – Upgrade in progress. 2015 – Upgrade / enhancements completed to WCAG 2.0, level AA
2015 - Ongoing - Continued - upon request	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Information and Communication	Make <b>feedback processes accessible</b> , upon request – pursuant to Integrated Accessibility Standards Policy C-GG-25
2015 - Ongoing - Continued - upon request	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Information and Communication	Provide <b>accessible formats and communication supports</b> , upon request – pursuant to Integrated Accessibility Standards Policy C-GG-25
2015	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Transportation	Duties of municipalities that licence <b>taxicabs</b> (fares and fees) – pursuant to Integrated Accessibility Standards Policy C-GG-25 - 2015 – acknowledgement agreement was developed and implemented to meet Policy C-GG-25
2015 - Ongoing	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Transportation	Duties of municipalities that licence <b>taxicabs</b> (fares and fees) – pursuant to Integrated Accessibility Standards Policy C-GG-25
2015	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Transportation	Duties of municipalities that licence <b>taxicabs</b> (registration ID and information) – pursuant to Integrated Accessibility Standards Policy C-GG-25 - 2015 – acknowledgement agreement was developed and implemented to meet Policy C-GG-25

2015 - Ongoing	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Transportation	Duties of municipalities that licence <b>taxicabs</b> (registration ID and information) – pursuant to Integrated Accessibility Standards Policy C-GG-25
2015	Elevator Rescue	Elevator rescue	Fire Department training provided for <b>elevator rescue</b> .
2015	<b>Foot's Bay Community Centre</b>	Front steps/ramp/wall fallen into disrepair.	Replace current facility front steps/ramp/wall to remove physical and architectural barriers.
2015	Information and Communication	Municipal Website Information and Communication - Continue to enhance municipal website accessibility tools	Provided <b>text-to-speech enablement software</b> on the Municipal Website as well as other tools to help interact with the website as part of the continued accessible customer service initiatives. 2015 - Renewal of software for 2 year period.
2015	Municipal Budget	To continue to identify, remove and prevent barriers	Review and consider expenditures and projects through the annual <b>Township budget process</b> with respect to accessibility - Annually - 2014 -2025
2015	<b>Port Carling Memorial Community Centre</b>	Information and Communication	Replace current facility sound system for improved and enhanced sound. This will assist in removing information and communication barriers.
2015	Strategic Plan	Identify strategic priorities	Adopt <b>Strategic Plan</b> which includes accessibility initiatives. 2015 Strategic Plan Adopted for 2015 – 2018 objectives
2015	Zoning By-law Review	Barriers not recognized in Plan	Review <b>Zoning By-law</b> and add policies to comply with Official Plan. 2014 – In progress, 2015 – Completed – Comprehensive Zoning By-law 14-14 was passed
2016 - Ongoing - Continued	Accessibility Standards - <b>Customer Service</b> O.Reg.429/07	1. New and continued training 2. New and continued accessible customer service initiatives	1. Provide new and continued <b>training</b> to Council, staff and volunteers 2. Provide new and continued accessible customer service initiatives - Accessible Customer Service Policy C-GG-21 was passed in 2009
2016	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	<b>Design of Public Spaces - Skeleton Lake Fish Hatchery Trail</b>	Recreational trail bridge replaced at Skeleton Lake Fish Hatchery Trail - designed and constructed to be accessible

2016 - Ongoing - Continued - and upon request	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	<b>Employment</b>	Make employment practices accessible including; - Recruitment - Employee accommodation - Employees returning to work - Performance management, career development and redeployment – Integrated Accessibility Standards Policy C-GG-25 was passed in 2014
2016	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	General	Report annually on the progress of the <b>multi-year accessibility plan</b> - Annually - 2014-2025 - 2016 Completed 2015 Status Report posted on TML website
2016 - Ongoing - Continued	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	General - New and continued integrated accessibility standards training	Provide training on the requirements of the <b>Integrated Accessibility Standards</b> – pursuant to Integrated Accessibility Standards Policy C-GG-25
2016 – ongoing improvements, enhancements and training	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Information and Communication	Website enhancement – make all new internet <b>websites</b> and new web content on those sites conform to WCAG 2.0, level A - Note – in 2013 made funding application under the Enabling Accessibility Fund – denied. - 2014 – Upgrade in progress - 2015 – Upgrade / enhancements completed to WCAG 2.0, level A
2016 – ongoing improvements, enhancements and training	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Information and Communication	Website enhancement – all internet <b>websites</b> and web content must conform to WCAG 2.0, level AA - 2014 – Upgrade in progress - 2015 – Upgrade / enhancements completed to WCAG 2.0, level AA
2016 - Ongoing - Continued - upon request	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Information and Communication	Make <b>feedback processes accessible</b> , upon request – pursuant to Integrated Accessibility Standards Policy C-GG-25
2016 - Ongoing - Continued - upon request	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Information and Communication	Provide <b>accessible formats and communication supports</b> , upon request – pursuant to Integrated Accessibility Standards Policy C-GG-25
2016 - Ongoing	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Transportation	Duties of municipalities that licence <b>taxicabs</b> (fares and fees) – pursuant to Integrated Accessibility Standards Policy C-GG-25

2016 - Ongoing	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Transportation	Duties of municipalities that licence <b>taxicabs</b> (registration ID and information) – Integrated Accessibility Standards Policy C-GG-25 was passed in 2014
2016	<b>Cardwell Community Centre</b>	Accessible entrance	replace accessible entrance
2016	<b>Health Hub – Port Carling</b>	Need for access to health care services was identified through Township 2011-2014 Strategic Plan. The 2015-2018 Township Strategic Plan identifies support for development of Health Hub to increase awareness and access to health services available to residents.	Support access to health care services initiative and development / construction of a facility to provide the services. Property donated to Township in 2014 for the purpose of assisting the community in establishing a Wellness Centre, including a Nurse’s Station (Health Hub), a Retirement Home and a Hospice. Community fundraising was conducted. Facility plans to meet legislated accessibility requirements. 2015 – Health Hub plan received and facility construction commenced, 2016 – Health Hub construction completed, facility opened and site is fully accessible
2016	Information and Communication	Advancing accessibility in Ontario.	Provide the " <b>Guide to Accessible Festivals &amp; Outdoor Events</b> " to the public as received from the Accessibility Directorate of Ontario. The Guide was developed to assist in considering accessibility when planning community festivals and events by providing easy-to-follow tips making the guide a valuable resource of lasting relevance for festival and event planners. 2016 - posted guide online for public access
2016	Information and Communication	Strategic Plan Goal – improve public access to information and enhance quality and timelines of communications - access to social media tools	Expand use of <b>digital or new communication</b> and service delivery tools - Access to <b>social media</b> tools to remove physical, information and communication, and technological barriers. 2016 – project completed - Social Media Policy adopted and Township Facebook page / Twitter account launched



2016	Information and Communication	Strategic Plan Goal – improve public access to information and enhance quality and timelines of communications - access to online payment and bookings tools	Expand use of <b>digital or new communication</b> and service delivery tools - Access to <b>online payment and bookings</b> to remove physical, information and communication, and technological barriers. 2016 – online booking and payment implemented for swim program
2016	Information and Communication	Strategic Plan Goal – improve public access to information and enhance quality and timelines of communications - access to free public Wi-Fi	Expand use of <b>digital or new communication</b> and service delivery tools - Access to expand free <b>public Wi-Fi</b> (Wi-Fi connectivity project) at municipal facilities to enable increased access to service delivery tools and more, and to remove physical, information and communication, and technological barriers. 2016 – project phase 1 completed
2016	Information and Communication	Strategic Plan Goal – improve quality, accessibility and affordability of high-speed internet services - advocate for improved high speed services	Determine existing levels of service across Muskoka Lakes to increase understanding of the extent and nature of service issues and consult with primary service providers to advocate for <b>improved high speed services</b> . 2016 - presentations received by service providers - support of service providers grant applications for improved access in TML
2016	Municipal Budget	To continue to identify, remove and prevent barriers	Review and consider expenditures and projects through the annual <b>Township budget process</b> with respect to accessibility - Annually - 2014 -2025
2016	Municipal Election 2018	Accessible <b>voting places</b> - In establishing the locations of voting places, the clerk shall ensure that each voting place is accessible to electors with disabilities.	Township to determine alternative voting method(s) to be used in the 2018 Municipal <b>Election</b> to improve access by eliminating the need for voting locations to ensure that electors are able to participate fully in the democratic process. 2016 - Combined RFI issued by Muskoka Clerks for Internet / Telephone Voting
2016	Transportation	<b>Transportation</b> access throughout the municipality	Consider a by-law to permit the use of <b>all-terrain vehicles</b> , multi-purpose off-highway utility vehicles, and recreational off-highway vehicles on municipal roads within the Township. This will assist in removing physical barriers. 2016 – By-law passed
2016	<b>Ullswater Community Centre</b>	Accessible Entrance	provisions for accessible push button door opener including an accessible paved parking space

2016	<b>Walker's Point Community Centre</b>	Accessible Entrance - Existing accessible parking stall will be expanded and connected with other paths	Pave parking lot
2016	<b>Windermere Community Centre</b>	Accessible parking	Accessible parking
2017	Accessibility Advisory Committee	<b>Accessibility advisory committees</b> every municipality having a population of not less than 10,000 shall establish an accessibility advisory committee / every municipality having a population of less than 10,000 may establish an accessibility advisory committee	At the direction of Council - conduct a review of current format to determine need for accessibility advisory committee. 2017 - Council determined to continue with the current format of an accessibility plan working group
2017	<b>Accessibility Compliance Report</b>	The rules and deadlines municipalities must follow to meet accessibility standards in Ontario depends on the size of your organization.	Municipalities with 50+ employees to file an Accessibility Compliance Report by December 31, 2017 to meet compliance.
2017 - Ongoing - Continued	Accessibility Standards - <b>Customer Service</b> O.Reg.429/07	1. New and continued training 2. New and continued accessible customer service initiatives	1. Provide new and continued <b>training</b> to Council, staff and volunteers 2. Provide new and continued accessible customer service initiatives - Accessible Customer Service Policy C-GG-21 was passed in 2009
2017 – Ongoing and upon request	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	<b>Employment</b>	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> – pursuant to Integrated Accessibility Standards Policy C-GG-25 passed in 2014

2017	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	General	Report annually on the progress of the <b>multi-year accessibility plan</b> - Annually - 2014-2025 - 2017 – Completed 2016 Status Report and posted on TML website
2017 - Ongoing - Continued	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	General - New and continued integrated accessibility standards training	Provide training on the requirements of the <b>Integrated Accessibility Standards</b> – pursuant to Integrated Accessibility Standards Policy C-GG-25
2017 – ongoing improvements, enhancements and training	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Information and Communication	Website enhancement – make all new internet <b>websites</b> 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 – Upgrade in progress - 2015 – Upgrade / enhancements completed to WCAG 2.0, level A
2017 – ongoing improvements, enhancements and training	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Information and Communication	Website enhancement – all internet <b>websites</b> and web content must conform to WCAG 2.0, level AA - 2014 – Upgrade in progress - 2015 – Upgrade / enhancements completed to WCAG 2.0, level AA
2017 - Ongoing - Continued - upon request	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Information and Communication	Make <b>feedback processes accessible</b> , upon request – pursuant to Integrated Accessibility Standards Policy C-GG-25
2017 - Ongoing - Continued - upon request	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Information and Communication	Provide <b>accessible formats and communication supports</b> , upon request – pursuant to Integrated Accessibility Standards Policy C-GG-25
2017 - Ongoing	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Transportation	Duties of municipalities that licence <b>taxicabs</b> (fares and fees) – pursuant to Integrated Accessibility Standards Policy C-GG-25
2017 - Ongoing	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Transportation	Duties of municipalities that licence <b>taxicabs</b> (registration ID and information) – Integrated Accessibility Standards Policy C-GG-25 was passed in 2014
2017	<b>Cardwell Community Centre</b>	Accessible ramp	Accessible ramp
2017	<b>Glen Orchard Cemetery</b>	Access to facility	driveway repairs

2017	Information and Communication	Municipal Website Information and Communication - Continue to enhance municipal website accessibility tools	Provided <b>text-to-speech enablement software</b> on the Municipal Website as well as other tools to help interact with the website as part of the continued accessible customer service initiatives. 2017 - Renewal of software for 2 year period.
2017	Information and Communication	Strategic Plan Goal – improve public access to information and enhance quality and timelines of communications - access to free public Wi-Fi	Expand use of <b>digital or new communication</b> and service delivery tools - Access to expand free <b>public Wi-Fi</b> (Wi-Fi connectivity project) at municipal facilities to enable increased access to service delivery tools and more, and to remove physical, information and communication, and technological barriers. 2017 – project phase 2 completed
2017	Information and Communication	Strategic Plan Goal – improve quality, accessibility and affordability of high-speed internet services - advocate for improved high speed services	Determine existing levels of service across Muskoka Lakes to increase understanding of the extent and nature of service issues and consult with primary service providers to advocate for <b>improved high speed services</b> . 2017 – commenced 3 year funding allocation for Raymond Communication Tower with plan to construct in 2019 - Support service providers grant applications for improved access in TML
2017	Municipal Budget	To continue to identify, remove and prevent barriers	Review and consider expenditures and projects through the annual <b>Township budget process</b> with respect to accessibility - Annually - 2014 -2025
2017	Municipal Election 2018	Accessible <b>voting places</b> - In establishing the locations of voting places, the clerk shall ensure that each voting place is accessible to electors with disabilities.	Township to determine alternative voting method(s) to be used in the 2018 Municipal <b>Election</b> to improve access by eliminating the need for voting locations to ensure that electors are able to participate fully in the democratic process. 2017 - By-laws passed to authorize use of Internet / telephone voting for 2018 Municipal Election - Service contracts in place
2017	<b>Peninsula Community Centre</b>	Access to facility	Railing on ramp to right of the main entrance - needs to be repaired or replaced
2017	<b>Peninsula Community Centre</b>	Access to facility	Replace Interlocking Brick or Pave rear entrance
2017	<b>Township Office – Port Carling</b>	Access to facility	Front entrance - new paving stones

2017	Transportation	<b>Transportation</b> access throughout the municipality	Consider a by-law to permit the use of <b>all-terrain vehicles</b> , multi-purpose off-highway utility vehicles, and recreational off-highway vehicles on municipal roads within the Township. This will assist in removing physical barriers. 2017 - following one year trial, determined by-law to stay in effect
2017	<b>Ufford Cemetery</b>	Access to facility	driveway repairs
2017	<b>Walker's Point Community Centre</b>	Access to facility	Add gravel to lower parking lot for expansion
2017	<b>Windermere Community Centre</b>	Access to facility	New Barrier Free Ramp/Railing
2017	<b>Windsor Park Washroom Facility</b>	Facility fallen into disrepair – 2015	Windsor Park Washroom Facility – Need to investigate issues and determine facility future plan (remove, repair or reconstruct). Reconstruct new facility and make washrooms accessible to remove physical and architectural barriers with full accessibility features to meet compliance. 2015 - Project identified – Funding application submitted under the Canada 150 Community Infrastructure Program - 1st Intake. Note – application was denied. 2016 - Project included in budget - Funding application submitted under the Canada 150 Community Infrastructure Program - 2nd Intake. Note – application was denied. - Project tender awarded Oct 2016. Project completed in 2017.
2018 - Ongoing - Continued	Accessibility Standards - <b>Customer Service</b> O.Reg.429/07	1. New and continued training 2. New and continued accessible customer service initiatives	1. Provide new and continued <b>training</b> to Council, staff and volunteers 2. Provide new and continued accessible customer service initiatives - Accessible Customer Service Policy C-GG-21 was passed in 2009
2018 – Ongoing and upon request	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	<b>Employment</b>	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> – pursuant to Integrated Accessibility Standards Policy C-GG-25 passed in 2014

2018	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	General	Report annually on the progress of the <b>multi-year accessibility plan</b> - Annually - 2014-2025 - 2018 – Completed 2017 Status Report and posted on TML website
2018 - Ongoing - Continued	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	General - New and continued integrated accessibility standards training	Provide training on the requirements of the <b>Integrated Accessibility Standards</b> – pursuant to Integrated Accessibility Standards Policy C-GG-25
2018 – ongoing improvements, enhancements and training	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Information and Communication	Website enhancement – make all new internet <b>websites</b> and new web content on those sites conform to WCAG 2.0, level A - Note – in 2013 made funding application under the Enabling Accessibility Fund – denied. - 2014 – Upgrade in progress - 2015 – Upgrade / enhancements completed to WCAG 2.0, level A
2018 – ongoing improvements, enhancements and training	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Information and Communication	Website enhancement – all internet <b>websites</b> and web content must conform to WCAG 2.0, level AA - 2014 – Upgrade in progress - 2015 – Upgrade / enhancements completed to WCAG 2.0, level AA
2018 - Ongoing - Continued - upon request	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Information and Communication	Make <b>feedback processes accessible</b> , upon request – pursuant to Integrated Accessibility Standards Policy C-GG-25
2018 - Ongoing - Continued - upon request	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Information and Communication	Provide <b>accessible formats and communication supports</b> , upon request – pursuant to Integrated Accessibility Standards Policy C-GG-25
2018 - Ongoing	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Transportation	Duties of municipalities that licence <b>taxicabs</b> (fares and fees) – pursuant to Integrated Accessibility Standards Policy C-GG-25
2018 - Ongoing	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Transportation	Duties of municipalities that licence <b>taxicabs</b> (registration ID and information) – Integrated Accessibility Standards Policy C-GG-25 was passed in 2014

2018	<b>Health Hub – Port Carling</b>	Need for access to health care services was identified through Township 2011-2014 Strategic Plan. The 2015-2018 Township Strategic Plan identifies support for development of Health Hub to increase awareness and access to health services available to residents.	Support access to health care services initiative and development / construction of a facility to provide the services. Property donated to Township in 2014 for the purpose of assisting the community in establishing a Wellness Centre, including a Nurse’s Station (Health Hub), a Retirement Home and a Hospice. Community fundraising was conducted. Facility plans to meet legislated accessibility requirements. 2015 – Health Hub plan received and facility construction commenced. 2016 – Health Hub construction completed, facility opened and site is fully accessible. 2018 - Lease Agreement for construction of Hospice Muskoka, Andy’s House, was approved.
2018	Information and Communication	Strategic Plan Goal – improve quality, accessibility and affordability of high-speed internet services - advocate for improved high speed services	Determine existing levels of service across Muskoka Lakes to increase understanding of the extent and nature of service issues and consult with primary service providers to advocate for <b>improved high speed services</b> . 2018 – continued multi year funding allocation for Raymond Communication Tower with plan to construct in 2020
2018	<b>Milford Bay Community Centre</b>	Enhancements to accessible washrooms	Handle bars installed in washroom stalls for improved accessibility
2018	Municipal Budget	To continue to identify, remove and prevent barriers	Review and consider expenditures and projects through the annual <b>Township budget process</b> with respect to accessibility - Annually - 2014 -2025
2018	Municipal Election 2018	Electors and candidates with disabilities - A clerk who is responsible for conducting an <b>election</b> shall have regard to the needs of electors and candidates with disabilities	Plan re: barriers - The clerk shall prepare a <b>plan</b> regarding the identification, removal and prevention of barriers that affect electors and candidates with disabilities and shall make the plan available to the public before voting day in a regular election. 2018 - TML 2018 Municipal Election Accessibility Plan published Oct. 1/18 and posted on TML website

2018	Municipal Election 2018	Accessible <b>voting places</b> - In establishing the locations of voting places, the clerk shall ensure that each voting place is accessible to electors with disabilities.	Township to determine alternative voting method(s) to be used in the 2018 Municipal <b>Election</b> to improve access by eliminating the need for voting locations to ensure that electors are able to participate fully in the democratic process. 2018 - conducted 2018 Municipal Election utilizing internet and telephone voting
2018	<b>Peninsula Community Centre</b>	Proposal of a renovation project at facility	Peninsula Community Centre Hall Board presented a proposal to renovate the facility. Project plan to be finalized. Would address accessibility requirements to remove physical and architectural barriers. 2015 - Project proposal identified, 2016 - Project included in budget but not completed - reallocate to 2017 - Determined the entrance component of the project is no longer moving forward, 2017 - reallocated renovation project funds to 2017 budget. Commenced project in 2017 - to continue in 2018, 2018 - project scope was amended and reduced so no impacts on compliance – 2018 - project was completed
2018	<b>Port Carling Memorial Community Centre</b>	Information and Communication	New projector and screen purchased for improved communication. This will assist in removing information and communication barriers.
2018	<b>Port Carling Sidewalks</b>	Sidewalk Improvements / portion of sidewalk fallen into disrepair in front of 106 and 108 Medora Street, Port Carling.	Reconstruct a portion of sidewalk in front of 106 and 108 Medora Street as portion fallen into disrepair. The previous loading dock with stairs on each end was removed and replaced with a ramp on one side and stairs on the other side removing the physical barrier to meet accessibility requirements.
2018	<b>Township Office – Port Carling</b>	Elevator upgrades	modernization of the municipal office elevator - remove, supply and install new AODA compliant accessible elevator that accesses all office building floors
2018	<b>Visitor Information Centre (Duke House) - Port Carling</b>	Upper Floor of building is not accessible	Renovations of upper floor would destroy the historical and heritage characteristics of the building. No work proposed. 2018 - Facility sold.
2018	<b>Walker's Point Community Centre</b>	outside public space	installation of accessible picnic tables, 2017 - project identified - Project deferred to 2018