



ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

NOTICE AVAILABILITY OF DOCUMENTS

We are pleased to provide the Township of Muskoka Lakes current Accessibility Standards for Customer Service Policy pursuant to the Accessibility Standards for Customer Service, Ontario Regulation 429/07.

It is the first standard under the Accessibility for Ontarians with Disabilities Act, 2005 (the "AODA"), with the purpose of developing and implementing accessibility standards that will identify, remove and prevent barriers for people with disabilities. It is the goal of the AODA to achieve a barrier-free Ontario by 2025.

The Township of Muskoka Lakes is committed to providing accessible customer service to customers with disabilities. Should you require a municipal document in an alternate format, or if you wish to provide customer feedback in ways in which we can improve the delivery of accessible goods and services, please contact:

Township of Muskoka Lakes
P.O. Box 129,
1 Bailey Street
Port Carling, Ontario P0B 1J0
Tel: 705-765-3156
Fax: 705-765-6755
Web: Township of Muskoka Lakes Website
Email: chollows@muskokalakes.ca

Customer Feedback can be provided in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise. We have also made Customer Feedback Forms available at various municipal facilities, and on the municipal website at Township of Muskoka Lakes Website