



The Ontarians with Disabilities Act, 2001

The Accessibility for Ontarians with Disabilities Act, 2005

ANNUAL ACCESSIBILITY STATUS REPORT

2018

Township Council Accessibility Policy C-PD-03
Administrative Procedure A-PD-03
Township Council Accessible Customer Service Policy C-GG-21
Township Council Integrated Accessibility Standards Policy C-GG-25

TOWNSHIP OF MUSKOKA LAKES

Objectives and Purpose

This is the Multi-Year Accessibility Plan 2018 Annual Status Report for the Township of Muskoka Lakes (Township). In 2014, the Township released a Multi-Year Accessibility Plan, in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation, Ontario Regulation 191/11 (IASR). The plan outlines the Township's strategy to prevent and remove barriers to accessibility, which includes how phased in requirements under the AODA will be met.

This Status Report demonstrates the progress made by the Township to insure an accessible Township. It includes the accessibility initiatives that were completed in 2018 to implement the strategies outlined in the Township's Multi-Year Accessibility Plan.

The AODA was passed by the Province of Ontario in 2005. The vision behind the AODA is to achieve accessibility for Ontarians with disabilities by the year 2025. To achieve this goal, the Province of Ontario developed province-wide standards through the AODA and its regulations. The five standards are Customer Service, Information and Communications, Employment, Transportation, and Built Environment.

The purpose of this Status Report is to make the public aware of the Township's progress with regard to the Multi-Year Accessibility Plan to prevent and remove barriers and to meet its requirements under the AODA and IASR.

Commitment

The Township strives to ensure a fully accessible environment for all persons with disabilities, and will continue to build upon and improve its practices in addition to ensuring that it meets the accessibility needs of persons with disabilities in a timely manner, consistent with the specific requirements of the AODA and its regulations.

The annual status report reinforces and demonstrates the Township's commitment to accessibility and ensures that the Township is on track with its accessibility program in removing barriers for persons with disabilities and making the Township an inclusive place to live, work and play.

Contact Information

The Multi-Year Accessibility Plan and Annual Status Report for the Township of Muskoka Lakes are available at the Municipal Office at:

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Public input may be submitted to the Township at the same address as above.

If you require accessible formats or communications supports, please contact us at the same address as above.

**TOWNSHIP OF MUSKOKA LAKES
2014-2018 MULTI-YEAR ACCESSIBILITY PLAN
2018 ANNUAL ACCESSIBILITY STATUS REPORT**

FACILITY	BARRIER	ACTION FOR REMOVAL	2018 STATUS
Beaumaris Road Bridge	Bridge Abutments	Bridge Abutments replacement. Will meet accessibility requirements to remove physical barriers.	2018 - Project included in budget - project deferred
Bala Falls Road Bridge	Bridge Deck	Bridge Deck Replacement. Will meet accessibility requirements to remove physical barriers.	2018 - Project included in budget - project deferred
Health Hub – Port Carling	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
Milford Bay Community Centre	Enhancements to accessible washrooms	Handle bars installed in washroom stalls for improved accessibility	2018 - Project completed
Peninsula Community Centre	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.	2018 - project scope was amended and reduced so no impacts on compliance – 2018 - project was completed
Port Carling Memorial Community Centre	Information and Communication	New projector and screen purchased for improved communication. This will assist in removing information and communication barriers.	2018 - Project completed

Port Carling Sidewalks	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 - Project completed
Township Office – Port Carling	Public Works Department renovations	renovations of department will be AODA compliant - entrance and counter	2018 - Project commenced in 2017 - did not continue in 2018 - to continue in 2019
Township Office – Port Carling	Elevator upgrades	modernization of the municipal office elevator - remove, supply and install new AODA compliant accessible elevator that accesses all office building floors	2018 - Project completed
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.	2018 - Facility sold
Walker's Point Community Centre	outside public space	installation of accessible picnic tables	2018 - Project completed
POLICIES, PROGRAMS, PRACTICES, SERVICES AND BY-LAWS	BARRIER	ACTION FOR REMOVAL	2018 STATUS
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 - Accessible Customer Service Policy C-GG-21 was passed in 2009	Ongoing - continued in 2018

Accessibility Standards – Integrated Accessibility Standards 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; - Recreational trails and beach access routes - Outdoor eating areas for public use - Outdoor play spaces - Exterior paths of travel - On and off street parking facilities - Service counters, fixed queuing guides and waiting areas – Integrated Accessibility Standards Policy C-GG-25 was passed in 2014 - new requirement commencing in 2016	2018 - No projects have been completed in 2018 that apply
Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Employment	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	Ongoing - Continued in 2018 - and upon request
Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	General	Report annually on the progress of the multi-year accessibility plan	Annually - 2018 – Completed 2017 Status Report and posted on TML website
Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	General	Incorporate accessibility criteria when procuring or acquiring goods, services or facilities - Integrated Accessibility Standards Policy C-GG-25 was passed in 2014	Review deferred to 2019 – Review / Amend Procurement Policy
Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	General - New and continued integrated accessibility standards training	Provide training on the requirements of the Integrated Accessibility Standards – Integrated Accessibility Standards Policy C-GG-25 was passed in 2014	Ongoing - Continued in 2018
Accessibility Standards – Integrated Accessibility Standards 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 - Note – in 2013 made funding application under the Enabling Accessibility Fund – denied.	2018 – ongoing improvements, enhancements and training - 2018 - website upgrade need identified in 2018 for project in 2019

Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Information and Communication	Website enhancement – all internet websites and web content must conform to WCAG 2.0, level AA	2018 – ongoing improvements, enhancements and training - 2018 - website upgrade need identified in 2018 for project in 2019
Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Information and Communication	Make feedback processes accessible , upon request – Integrated Accessibility Standards Policy C-GG-25 was passed in 2014	Ongoing - Continued in 2018 - and upon request
Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Information and Communication	Provide accessible formats and communication supports , upon request – Integrated Accessibility Standards Policy C-GG-25 was passed in 2014	Ongoing - Continued in 2018 - and upon request
Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Transportation	Duties of municipalities that licence taxicabs (fares and fees) – Integrated Accessibility Standards Policy C-GG-25 was passed in 2014	Ongoing 2018
Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Transportation	Duties of municipalities that licence taxicabs (registration ID and information) – Integrated Accessibility Standards Policy C-GG-25 was passed in 2014	Ongoing 2018
Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Transportation	Duties of municipalities that licence taxicabs (accessible taxicabs) – Integrated Accessibility Standards Policy C-GG-25 was passed in 2014	2018 - By-law review continues
Information and Communication	Strategic Plan Goal – improve public access to information and enhance quality and timelines of communications - access to Council and Committee meetings	Explore opportunities to provide remote access to Council deliberations - Incorporate video webcasting in the municipal office Council Chambers to broadcast Council and Committee meetings to remove physical, information and communication, and technological barriers.	2018 - project included in draft budget - item removed from 2018 final budget

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 improved high speed services	2018 – continued multi year funding allocation for Raymond Communication Tower with plan to construct in 2020
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 - 2018 - Completed
Municipal Election 2018	Electors and candidates with disabilities - A clerk who is responsible for conducting an election shall have regard to the needs of electors and candidates with disabilities	Plan re: barriers - The clerk shall prepare a plan 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
Municipal Election 2018	Accessible voting places - 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 Election 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
Parking By-law	Parking By-law requires updating and all designations and signage installed.	Review of existing by-law and implementation of approved designations and signage.	By-law review deferred to 2019