



The Ontarians with Disabilities Act, 2001

The Accessibility for Ontarians with Disabilities Act, 2005

2024-25

## ACCESSIBILITY STATUS REPORT

**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 2024-25 Annual Status Report for the Township of Muskoka Lakes (Township). 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) in 2014. The plan was updated in 2019 and again in 2024. 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 ensure an accessible Township. It includes the accessibility initiatives that were completed in 2024 and 2025 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 to the public on the [Accessibility page](#) of the Township Website or from the Township office at 1 Bailey Street, Port Carling, Ontario P0B 1J0, (705)765-3156, [www.muskokalakes.ca](http://www.muskokalakes.ca)

Public input may be submitted to the Township at the same address as above or to Cheryl Hollows, Manager of Legislative services, Deputy Clerk at [chollows@muskokalakes.ca](mailto:chollows@muskokalakes.ca).

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

SCHEDULE I – MULTI-YEAR ACCESSIBILITY PLAN  Future Actions to Remove Barriers - 2024-2025 Multi-Year Plan (reported on April 10, 2024)				
FACILITY	BARRIER	ACTION FOR REMOVAL	YEAR of 2024-2025 Plan	STATUS
Bala Streetscape	Pedestrian accessibility.	Pedestrian accessibility will be addressed in any future capital works.	Ongoing	Once crosswalk complete
Bala Falls Road Bridge	Bridge Deck	Bridge Deck Replacement. Will meet accessibility requirements to remove physical barriers. Note - 2018 - project identified - deferred.	2024	Complete
Playgrounds - Hanna park replacement Phase 1	Replace portion of aging playground	Replace equipment - maintain or improve accessibility	2026	Planned 2026
Playgrounds - Bala	Construct new Playground - complete replacement	Need to replace playground identified 2023 - After community consultation accessible design chosen to be installed in 2024	2024	Complete
Basketball Court - Torrance	Construct new basketball court in Torrance	Incorporate accessible features to construction	2024	Complete
Port Carling Streetscape	Pedestrian accessibility.	Pedestrian accessibility will be addressed in any future capital works. Note - 2018 reconstructed a portion of sidewalk in Port Carling 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.	Ongoing	Once crosswalk complete

<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 January 1, 2025 to meet compliance.	2025 – Accessibility Compliance Report to be filed	Complete - will be filed prior to presenting this report
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	Ongoing	Ongoing
Accessibility Standards – <b>Integrated Accessibility</b> 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 phased in between 2011 – 2025 – Ongoing	Ongoing continuous improvement
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; - 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 compliance requirement commenced in 2016	Ongoing	Ongoing

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 – Return to Work Process and Individual Accommodation Plan (IAP) Process were formalized to meet Policy C-GG-25 in 2015	Ongoing and upon request	Ongoing and upon request
Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	General	Develop <b>accessibility policies</b> . Note - 2014 Integrated Accessibility Standards Policy C-GG-25 was passed	na	Reviewed and updated as required
Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	General	Develop a <b>multi-year accessibility plan</b> . Note - 2014 Multi-Year Accessibility Plan was passed for 2014 - 2018, 2019-2023.	na	2024-25 Plan developed and approved
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	Report projected to be presented Dec 2025
Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	General	Review and update <b>multi-year accessibility plan</b> at least once every five years	2024 – conduct review and update of Multi-Year Accessibility Plan	Q1 2026 – conduct review and update of Multi-Year Accessibility Plan

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	2024 – conduct review of TML Procurement Policy	Updated procurement policy C-FS-20; added section 6.11
Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	General	Incorporate accessibility features into <b>self-service kiosks</b> . Note - 2014 – Integrated Accessibility Standards Policy C-GG-25 was passed.	Ongoing	None at this time
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	Ongoing	Ongoing
Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Information and Communication	Website enhancement – by 2020 all internet <b>websites</b> and web content must conform to WCAG 2.0, level AA. Note - 2014 commenced project and 2015 completed upgrade / enhancements to WCAG 2.0, level AA. Note - website upgrade completed 2019.	2024 - website upgrade to be commenced	2025 Website upgrade completed and an accessibility audit was conducted in Fall of 2025
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	Ongoing and upon request	Ongoing and upon request

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	Ongoing and upon request	Ongoing and upon request
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 - 2015 acknowledgement agreement was developed and implemented to meet Policy C-GG-25	Ongoing	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. 2015 – acknowledgement agreement was developed and implemented to meet Policy C-GG-25.	Ongoing	Ongoing
Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Transportation	Duties of municipalities that licence <b>taxicabs</b> (accessible taxicabs) – Integrated Accessibility Standards Policy C-GG-25 was passed in 2014	2024 - continue By-law evaluation and review	Ongoing
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. Note - 2016 posted guide online for public access.	ongoing	Posted on TML Accessibility page

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. Note - 2020 and 2022 Renewed software for 2 year terms.	2024 - Renewal of software	Ongoing
Information and Communication	2014-2018 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. Note - 2016 Social Media Policy adopted and Township Facebook page / Twitter account launched	Ongoing	Updated Social Media Policy in 2025 to ensure engagement in an "accessible and visible manner".
Information and Communication	2014-2018 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. Note - 2016 – online booking and payment implemented for swim program. 2022-2023 Cloud Permitting platform launched for all Building and Planning applications	Ongoing	Ongoing



Information and Communication	2014-2018 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.	Ongoing	Monitored free internet services are provided at all township locations (community centres and arenas)
Information and Communication	2014-2018 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 <b>remote access to Council</b> 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. 2016 - Project identified. 2019 - equipment / program for the implementation of webcasting Council and Committee meetings from Council Chambers. 2022 - Hybrid Meeting platform installed. Most meetings now offered in a hybrid format to maximize opportunities to participate.	Ongoing	2023 Amendment to the Procedural by-law to make all meetings hybrid unless otherwise noted
Information and Communication	2014-2018 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> . Note - Ongoing Township support of service providers grant applications for improved access in TML. 2017 – commenced multi-year funding allocation plan for construction of Raymond Communication Tower.	2019 - budget allocation. 2020 - budget allocation and construction.	Spectrum Telecom Group acquired Lakeland Network point-to-point towers located on township properties; leases were renewed in 2023

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	Ongoing
Official Plan Review	Accessibility compliance	Ensure any new accessibility compliance best practices are included in the <b>Official Plan</b>	2023 - Official Plan approved by Township and District subject to OLT appeal outcomes.	Ongoing - Official Plan subject to OLT appeal Outcomes
Parking By-law	<b>Parking By-law</b> requires updating and all designations and signage installed.	Review of existing by-law and implementation of approved designations and signage.	Ongoing	Ongoing
Strategic Plan	Identify strategic priorities	Adopt <b>Strategic Plan</b> which includes accessibility initiatives. Review and update of 2019-2023 Strategic Plan required.	2024 - commence Strategic Plan review	2024-28 Strategic Plan adopted in an accessible format
Zoning By-law Review	Accessibility compliance	Review <b>Zoning By-law</b> and add provisions to conform with new 2023 Official Plan and accessible parking standards. Note - 2015 Comprehensive Zoning By-law 14-14 was passed.	2024-2025	Ongoing