



The Ontarians with Disabilities Act, 2001

The Accessibility for Ontarians with Disabilities Act, 2005

MULTI-YEAR ACCESSIBILITY PLAN

2024 – 2025

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 - MULTI-YEAR ACCESSIBILITY PLAN

General Information

The Township of Muskoka Lakes is located in the District Municipality of Muskoka and formed in 1971. At 782 square kilometres, it is geographically the largest of six lower tier municipalities in Muskoka. The Township has a permanent population of 7,652.

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, 7 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 7,652, 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 and other municipal facility bulletin boards.

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 were developed and implemented by Regulation and apply to five important areas being; Customer Service (Ontario Regulation 429/07, Accessibility Standards for Customer Service, now including in Ontario Regulation 191/11, Integrated Accessibility Standards), 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 2023.

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. The plan is to outline the organization's strategy to prevent and remove barriers and meet its requirements under the Regulation. The organization is to 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 to 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.

To meet compliance requirements of Ontario Regulation 191/11 under Section 4 - Accessibility Plans, the Township approved a 2014-2018 Multi-Year Accessibility Plan in 2014. In 2019 the 2019-2023 Multi-Year Accessibility Plan was approved. Annual Accessibility Status Reports were prepared for 2014 to 2018. A review and update of the multi-year accessibility plan has been conducted and approved in 2024, which is now entitled the 2024 -2028 Multi-Year Accessibility Plan.

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.

Accessibility Plan Working Group

The working group for the accessibility plan is comprised of the Township Leadership Team (CAO, Treasurer, Clerk, Director of Planning, Development Services Coordinator, Director of Public Works, Fire Chief, and Human Resources/Health & Safety Specialist). The Team 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.

Maintenance of Accessibility Elements Procedures

As required under the Design of Public Spaces Standard (Accessibility Standards for the Built Environment), the Township of Muskoka Lakes has procedures for dealing with preventative and emergency maintenance of accessible elements in public spaces and for dealing with temporary disruptions when accessible elements are not in working order.

The procedures for Departments that maintain accessible elements in public spaces are as follows:

(a) Apply best practices in the preventative maintenance of accessible elements with periodic checks, such as annual inspections, or as deemed necessary, after storms or events that might affect accessible elements, or as part of any reports of vandalism or complaints.

(b) Apply best practices in the emergency maintenance of accessible elements with active response once notified.

(c) Repair as soon as possible and practical.

(d) Provide public notification of temporary disruptions. The notice of maintenance or disruption of accessible elements will follow the same principles as the notice of temporary disruption laid out in the Township's Accessible Customer Service Policy.

Achievements of Removing Barriers – Schedules “A-1”, “A-2”, and “A-3”

See Schedules “A-1”, “A-2” and “A-3” attached to this plan to view a listing of achievements by the Township to remove barriers.

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

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

Township of Muskoka Lakes

SCHEDULE "A-1" – MULTI-YEAR ACCESSIBILITY PLAN

Achievements of Removing Barriers - up to 2013

(reported on December 12, 2019)

YEAR PROJECT COMPLETED	FACILITY/PROGRAM/SERVICE	ACHIEVEMENT
1993	Bala Community Centre	The Bala Branch Library located in the Bala Community Centre was expanded. Both the library and community centre were made accessible.
1993	Bala Branch Library	The Bala Branch Library located in the Bala Community Centre was expanded. Both the library and community centre were made accessible.
1995	Bala Arena	The Bala Arena was renovated and made accessible.
1997	Municipal Election	Vote by mail has been utilized by the Township of Muskoka Lakes as an alternative voting method for the 1997 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.
2000	Municipal Election	Vote by mail has been utilized by the Township of Muskoka Lakes as an alternative voting method for the 2000 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.
2001	Port Carling Memorial Community Centre	The Port Carling Memorial Community Centre was rebuilt. The facility is fully accessible, with an elevator servicing the two storey structure.
2001	Port Carling Main Branch Library	The Port Carling Main Branch Library was rebuilt. It is a two storey structure and is fully accessible, with an elevator.
2001	Bala Community Centre	During the Bala Community Centre renovations, the washrooms were made accessible.
2002	Municipal Website	A Municipal Website was established to enable those who are unable to attend the Township Office in person to access municipal information.
2002	Port Carling Arena	The Port Carling Arena was expanded and renovated, with full accessibility.
2003	Accessibility Plan	The Township of Muskoka Lakes developed an Accessibility Plan to identify, remove and prevent barriers.

2003	Municipal Election	Vote by mail has been utilized by the Township of Muskoka Lakes as an alternative voting method for the 2003 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.
2004	Milford Bay Community Centre	The Milford Bay Community Centre is a very large two storey facility. An elevator was installed in late 2004.
2004	Windermere Beach	Construction of a barrier free washroom / change room facility was completed at the Windermere Beach area.
2004	Township Office	Accessible parking was designated and signage was installed at each of the Township's twelve community centres, two arenas and the Township Office.
2005	Township Office	Phase 1 renovations to the Township Office 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	Muskoka Lakes Sports Park	The Muskoka Lakes Sports Park was completed. This included the construction of a barrier free washroom/change room facility.
2006	Municipal Election	Vote by mail has been utilized by the Township of Muskoka Lakes as an alternative voting method for the 2006 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.
2006	Bala Arena	Barrier free seating and access to same was installed in the Bala Arena.
2006	Foot's Bay Community Centre	The access ramp at the Foot's Bay Community Centre was reconstructed.
2006	Township Office	Phase 2 renovations of the Township Office were completed and included a wheelchair accessible area at the main service counter.
2007	West Whites Road 1890 Schoolhouse	The West Whites Road 1890 Schoolhouse was renovated with the inclusion of barrier free access.
2007	Milford Bay Community Centre	At the Milford Bay Community Centre, a barrier free washroom on the main floor was constructed.
2007	Peninsula Community Centre	The access ramp at the Peninsula Community Centre was reconstructed.
2007	Raymond Community Centre	The Raymond Community Centre 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	Torrance Community Centre	Designated parking areas were created and a new accessible ramp was constructed at the Torrance Community Centre.

2007	Duke House Visitor Informatio Centre	The Duke House Visitor Information Centre 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	Duke House Visitor Informatio Centre	An accessible parking area was constructed and designated at the Duke House Visitor Information Centre.
2008	Municipal Website	The Municipal Website was improved to provide enlarged font sizes to remove information / communication barriers.
2008	Township Office	Phase 3 renovations of the Township Office were completed with the inclusion of an accessible washroom on the fourth floor off the Council Chambers.
2008	Walker's Point Fire Station	The Walker's Point Fire Station 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	Port Carling Streetscape	Port Carling Streetscape plans were developed for barrier free sidewalks on Joseph Street, Maple Street and Medora Street.
2008	Bala Streetscape	Bala Streetscape construction was completed on Muskoka Road 169 providing a pedestrian sidewalk from Gordon Street to River Street.
2008	Bala Sidewalks	Snow removal on sidewalks was expanded in Bala for pedestrian accessibility. 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	Port Carling Sidewalks	Snow removal on sidewalks was expanded in Port Carling for pedestrian accessibility. Port Carling was extended to include the sidewalk the full length of Bailey Street.
2008	Foot's Bay Community Centre	Constructed a barrier free washroom on the main floor of the Foot's Bay Community Centre.
2008	Peninsula Community Centre	The Peninsula Community Centre washrooms are barrier free. Minor alterations and changing of fixtures was completed to improve accessibility.
2008	Walker's Point Community Centre	The Walker's Point Community Centre washrooms are accessible but were renovated to improve accessibility.
2008	Windermere Community Centre	The Windermere Community Centre was renovated to make the main entrance and washrooms barrier free.
2009	Raymond Community Centre	A new parking lot including accessible parking spaces was constructed at the Raymond Community Centre.
2009	Port Carling Fire Station	Construction of the new, barrier free, Port Carling Fire Station was completed.
2009	Bala Sidewalks	Pedestrian accessible sidewalks were completed on Bala Falls Road in Bala.
2009	Port Carling Sidewalks	Pedestrian accessible sidewalks were completed on Maple Street in Port Carling.

2009	Accessibility Standards for Customer Service	Policy development and training were completed to meet the Accessibility Standards for Customer Service. (Accessibility Standards for Customer Service – Ontario Regulation 429/07 – TML Policy C-GG-21, Accessible Customer Service)
2009	Walker's Point Community Centre	Purchased and installed accessible playground equipment at Walker's Point Community Centre.
2009	Bala Community Centre	Purchased and installed accessible playground equipment at Bala Community Centre.
2009	Milford Bay Community Centre	Purchased and installed accessible playground equipment at Milford Bay Community Centre.
2009	Sunset Beach Park	Purchased and installed accessible playground equipment at Sunset Beach Park – Torrance.
2009	Official Plan Review	Official Plan Review included the addition of policies on accessibility.
2009	Site Plans	An accessibility checklist was developed for site plan review.
2010	Municipal Election	Vote by mail has been utilized by the Township of Muskoka Lakes as an alternative voting method for the 2010 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.
2010	Municipal Election	Completed review and provided report for Actions/Initiatives for the identification, removal and prevention of barriers that affected candidates and electors for the 2010 Municipal Election.
2010	Port Carling Sidewalks	Pedestrian accessible sidewalks were completed on Medora Street in Port Carling.
2010	Foot's Bay Community Centre	Parking lot surface was paved in the area of the accessible parking spaces at the Foot's Bay Community Centre.
2010	Site Plans	Established practices to review site plans for accessibility.
2010	Accessibility Compliance Report	Filed Accessibility Compliance Report by December 31, 2010 for municipalities with 50+ employees.
2011	Municipal Website	Provided text-to-speech enablement software on the Municipal Website 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	Raymond Community Centre	Existing washrooms at the Raymond Community Centre were upgraded in the existing area to improve accessibility however they are not fully accessible.
2011	Ullswater Community Centre	A new accessible ramp was contracted at the Ullswater Community Centre and gravel was added to the existing parking lot.

2012	Information and Communication - IASR - Emergency & Public Safety	Information and Communication - 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	Employment - IASR - Workplace Emergency Response	Employment - 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	Municipal Website	Provided text-to-speech enablement software on the Municipal Website 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.
2013	Ullswater Community Centre	New accessible washrooms were constructed at the Ullswater Community Centre along with paving area of the parking lot from the designated parking to the ramp. Note – in 2013 made funding application under the Enabling Accessibility Fund – denied.
2013	Accessibility Compliance Report	Filed Accessibility Compliance Report by December 31, 2013 for municipalities with 50+ employees.

Township of Muskoka Lakes

SCHEDULE "A-2" – MULTI-YEAR ACCESSIBILITY PLAN

(reported on December 12, 2019)

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 - 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
2014	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; <ul style="list-style-type: none"> - 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
2014	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Employment	Make employment practices accessible including; <ul style="list-style-type: none"> - Recruitment - Employee accommodation - Employees returning to work - Performance management, career development and redeployment – 2014 - Integrated Accessibility Standards Policy C-GG-25 was passed

2014 – Ongoing and upon request	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 – pursuant to Integrated Accessibility Standards Policy C-GG-25 passed in 2014
2014	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	General	Develop accessibility policies - 2014 – Integrated Accessibility Standards Policy C-GG-25 was passed
2014	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	General	Develop a multi-year accessibility plan - 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 multi-year accessibility plan - Annually - 2014-2025 - 2014 Completed report
2014	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
2014	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	General	Incorporate accessibility features into self-service kiosks - 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 Integrated Accessibility Standards – 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 feedback processes accessible , 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 accessible formats and communication supports , 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 taxicabs (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 taxicabs (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 Township budget process with respect to accessibility - Annually - 2014 -2025
2014	Municipal Election 2014	Ensure municipal election 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 municipal election	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	Township Office – Port Carling	Council Chambers Audio Improvements	Incorporate audio system in Council Chambers to remove information and communication barrier
2014	Walker's Point Community Centre	Information and Communication	Replace current facility sound system for improved and enhanced sound. This will assist in removing information and communication barriers.
2015	Accessibility Compliance Report	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 - 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

2015	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 – 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	Employment	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 multi-year accessibility plan - 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 Integrated Accessibility Standards – 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 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. 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 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. 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 websites 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 websites 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 feedback processes accessible , 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 accessible formats and communication supports , 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 taxicabs (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 taxicabs (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 taxicabs (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 taxicabs (registration ID and information) – pursuant to Integrated Accessibility Standards Policy C-GG-25
2015	Elevator Rescue	Elevator rescue	Fire Department training provided for elevator rescue .
2015	Foot's Bay Community Centre	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 text-to-speech enablement software 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 Township budget process with respect to accessibility - Annually - 2014 -2025
2015	Port Carling Memorial Community Centre	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 Strategic Plan which includes accessibility initiatives. 2015 Strategic Plan Adopted for 2015 – 2018 objectives
2015	Zoning By-law Review	Barriers not recognized in Plan	Review Zoning By-law 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 - 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
2016	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Design of Public Spaces - Skeleton Lake Fish Hatchery Trail	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	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
2016	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	General	Report annually on the progress of the multi-year accessibility plan - 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 Integrated Accessibility Standards – 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 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. - 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 websites 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 feedback processes accessible , 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 accessible formats and communication supports , 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 taxicabs (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 taxicabs (registration ID and information) – Integrated Accessibility Standards Policy C-GG-25 was passed in 2014
2016	Cardwell Community Centre	Accessible entrance	replace accessible entrance
2016	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
2016	Information and Communication	Advancing accessibility in Ontario.	Provide the " Guide to Accessible Festivals & Outdoor Events " 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 digital or new communication and service delivery tools - Access to social media 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 digital or new communication and service delivery tools - Access to online payment and bookings 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 digital or new communication and service delivery tools - Access to expand free public Wi-Fi (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 improved high speed services . 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 Township budget process with respect to accessibility - Annually - 2014 -2025
2016	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. 2016 - Combined RFI issued by Muskoka Clerks for Internet / Telephone Voting
2016	Transportation	Transportation access throughout the municipality	Consider a by-law to permit the use of all-terrain vehicles , 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	Ullswater Community Centre	Accessible Entrance	provisions for accessible push button door opener including an accessible paved parking space
2016	Walker's Point Community Centre	Accessible Entrance - Existing accessible parking stall will be expanded and connected with other paths	Pave parking lot
2016	Windermere Community Centre	Accessible parking	Accessible parking
2017	Accessibility Advisory Committee	Accessibility advisory committees 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	Accessibility Compliance Report	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 - 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

2017 – Ongoing and upon request	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 – 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 multi-year accessibility plan - 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 Integrated Accessibility Standards – 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 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 – 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 websites 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 feedback processes accessible , 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 accessible formats and communication supports , 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 taxicabs (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 taxicabs (registration ID and information) – Integrated Accessibility Standards Policy C-GG-25 was passed in 2014
2017	Cardwell Community Centre	Accessible ramp	Accessible ramp
2017	Glen Orchard Cemetery	Access to facility	driveway repairs
2017	Information and Communication	Municipal Website Information and Communication - Continue to enhance municipal website accessibility tools	Provided text-to-speech enablement software 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 digital or new communication and service delivery tools - Access to expand free public Wi-Fi (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 improved high speed services . 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 Township budget process with respect to accessibility - Annually - 2014 -2025
2017	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. 2017 - By-laws passed to authorize use of Internet / telephone voting for 2018 Municipal Election - Service contracts in place

2017	Peninsula Community Centre	Access to facility	Railing on ramp to right of the main entrance - needs to be repaired or replaced
2017	Peninsula Community Centre	Access to facility	Replace Interlocking Brick or Pave rear entrance
2017	Township Office – Port Carling	Access to facility	Front entrance - new paving stones
2017	Transportation	Transportation access throughout the municipality	Consider a by-law to permit the use of all-terrain vehicles , 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	Ufford Cemetery	Access to facility	driveway repairs
2017	Walker's Point Community Centre	Access to facility	Add gravel to lower parking lot for expansion
2017	Windermere Community Centre	Access to facility	New Barrier Free Ramp/Railing
2017	Windsor Park Washroom Facility	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 - 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

2018 – Ongoing and upon request	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 – 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 multi-year accessibility plan - 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 Integrated Accessibility Standards – 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 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. - 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 websites 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 feedback processes accessible , 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 accessible formats and communication supports , 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 taxicabs (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 taxicabs (registration ID and information) – Integrated Accessibility Standards Policy C-GG-25 was passed in 2014
2018	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.
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 improved high speed services . 2018 – continued multi year funding allocation for Raymond Communication Tower with plan to construct in 2020
2018	Milford Bay Community Centre	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 Township budget process with respect to accessibility - Annually - 2014 -2025
2018	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

2018	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
2018	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. 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	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	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	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	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.
2018	Walker's Point Community Centre	outside public space	installation of accessible picnic tables, 2017 - project identified - Project deferred to 2018

SCHEDULE "A-3" – MULTI-YEAR ACCESSIBILITY PLAN

(reported on April 10, 2024)

Achievements of Removing Barriers - 2019-2023

YEAR PROJECT COMPLETED	FACILITY, POLICY, PROGRAM, PRACTICE, SERVICE OR BY-LAW	BARRIER	ACTION FOR REMOVAL
2019	Milford Bay Community Centre	Access to facility	Access to facility. Note - 2018 handle bars installed in washroom stalls for improved accessibility. 2019 - Determined facility front entrance walkway reconstruction required. Project to meet accessibility requirements.
2019	Port Carling Memorial Community Centre	Access to facility	Facility access improvements. Note - 2015 replaced facility sound system for improved and enhanced sound. 2016 replacement of wood deck identified - deferred. 2018 new projector and screen purchased for improved communication. 2019 - Wood back deck of facility requires replacement. Improved access to facility.
2019	Township Office – Port Carling	Public Works Department renovations	Renovations of the Public Works Department office space for public access improvements, public counter installation, staff accommodation, and staff privacy. Project to meet AODA compliance. 2017 renovation project identified - project deferred for more planning, engineered drawings, etc., required.
2019	Ullswater Community Centre	No barriers identified	No work proposed. Note - 2016 provisions for accessible push button door opener including an accessible paved parking space project was completed. 2019 - Parking lot improvements for improved access.

2019	Accessibility Compliance Report	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, 2019 to meet compliance. 2019 Accessibility Compliance Report filed.
2019	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 digital or new communication and service delivery tools - Access to online payment and bookings to remove physical, information and communication, and technological barriers. Note - 2016 – online booking and payment implemented for swim program.
2019	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 digital or new communication and service delivery tools - Access to expand free public Wi-Fi (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. Note - 2016 project phase 1 completed. 2017 project phase 2 completed.

2019	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	Report - Within 90 days after voting day in a regular election, the clerk shall prepare a report about the identification, removal and prevention of barriers that affect electors and candidates with disabilities and shall make the report available to the public.
2020	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.
2020	Strategic Plan	Identify strategic priorities	Adopt Strategic Plan which includes accessibility initiatives. Review and update of 2015-2018 Strategic Plan required. 2021-2024 Strategic Plan adopted
2021	Beaumaris Road Bridge	Bridge Abutments	Bridge Abutments replacement. Will meet accessibility requirements to remove physical barriers. Note - 2018 - project identified - deferred.
2021	Milford Bay Road Bridge	Bridge replacement required	Bridge replacement required. Project to meet accessibility requirements.

2021	Accessibility Compliance Report	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, 2021 to meet compliance. 2021 Accessibility Compliance Report filed.
2022	Raymond Community Centre	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. Note - 2016 identified accessible parking space to be relocated - deferred. 2019 - Facility washroom upgrades - renovation/addition project planned. Project to meet accessibility requirements.
2022	Municipal Election 2022	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.
2022	Municipal Election 2022	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	Report - Within 90 days after voting day in a regular election, the clerk shall prepare a report about the identification, removal and prevention of barriers that affect electors and candidates with disabilities and shall make the report available to the public.

2022	Municipal Election 2022	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.
2022	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.
2022	Transportation	Transportation access throughout the municipality	Consider a by-law to permit the use of all-terrain vehicles, multi-purpose off-highway utility vehicles, and recreational off-highway vehicles on municipal roads within the Township. This will assist in removing physical barriers. Note - 2016 By-law passed. 2017 following one year trial, determined by-law to remain in effect.
2022	Parks and Recreation Master Plan		After extensive consultation with the Public and User Groups, Township Council approved a new Parks and Recreation Master Plan, to inform future investment in recreational infrastructure across the municipality. The goal is the provision of environmentally sustainable, accessible parks and recreation facilities, programs and services that will meet the dynamic needs of the Township in the future.
2023	Bala Falls Road Bridge	Bridge Deck	Bridge Deck Replacement. Will meet accessibility requirements to remove physical barriers. Note - 2018 - project identified - deferred.

2023	Township Office – Port Carling	No barriers identified	No work proposed. Note - 2014 incorporated audio system in Council Chambers to remove information and communication barrier. 2017 new paving stones were placed at the front entrance for improved access to facility. 2018 - modernization of the municipal office elevator by the removal, supply and installation of new AODA compliant accessible elevator that accesses all office building floors. 2020 - installed bottle fill station - AODA compliant
2023	Township Office – Port Carling	Office space optimization	Need for a space optimization study to determine current and future requirements in areas of the office that would provide public access improvements, staff accommodation, and staff privacy. Project to meet AODA compliance. 2019 - Office space optimization study completed
2023	Accessibility Compliance Report	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, 2023 to meet compliance. 2023 Accessibility Compliance Report filed.
2023	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Information and Communication	Website enhancement – by 2020 all internet websites 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 need identified in 2018 and completed in 2019.

2023	Transportation Master Plan		After extensive consultation with the Public, Township Council approved a Transportation Master Plan (TMP) Study to create a safe and reliable transportation system within the Township. This master plan will strive to address the needs of all stakeholders, creating a vision for all modes of transportation. The Study identifies transportation network constraints and opportunities and required infrastructure improvements and expansions to ensure the continued safe and efficient movement of people and goods.
2019-2021	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 improved high speed services. 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.
2019-2023	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	General	Review and update multi-year accessibility plan at least once every five years

2019-2023	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 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. 2016 - Project identified. 2019 - equipment / program for the implementation of webcasting Council and Committee meetings from Council Chambers.
2019-ongoing	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
2019-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
2019-ongoing	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; <ul style="list-style-type: none"> - 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

2019-ongoing	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 – Return to Work Process and Individual Accommodation Plan (IAP) Process were formalized to meet Policy C-GG-25 in 2015
2019-ongoing	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	General	Report annually on the progress of the multi-year accessibility plan
2019-ongoing	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
2019-ongoing	Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	General	Incorporate accessibility features into self-service kiosks. Note - 2014 – Integrated Accessibility Standards Policy C-GG-25 was passed.
2019-ongoing	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

2019-ongoing	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. Note - 2014 commenced project and 2015 completed upgrade / enhancements to WCAG 2.0, level A. Note - website upgrade need identified in 2018 for project in 2019.
2019-ongoing	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
2019-ongoing	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
2019-ongoing	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 - 2015 acknowledgement agreement was developed and implemented to meet Policy C-GG-25
2019-ongoing	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. 2015 – acknowledgement agreement was developed and implemented to meet Policy C-GG-25.
2019-ongoing	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

2019-ongoing	Information and Communication	Municipal Website Information and Communication - Continue to enhance municipal website accessibility tools	Provided text-to-speech enablement software 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 - 2015 and 2017 Renewed software for 2 year terms.
2019-ongoing	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
2019-ongoing	Official Plan Review	accessibility compliance	ensure any new accessibility compliance best practices are included in the Official Plan
2021-2023	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 digital or new communication and service delivery tools - Access to social media tools to remove physical, information and communication, and technological barriers. Note - 2016 Social Media Policy adopted and Township Facebook page / Twitter account launched

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
Bala Streetscape	Pedestrian accessibility.	Pedestrian accessibility will be addressed in any future capital works.	Ongoing
Bala Falls Road Bridge	Bridge Deck	Bridge Deck Replacement. Will meet accessibility requirements to remove physical barriers. Note - 2018 - project identified - deferred.	2023 - Project Complete - Barriers removed
Playgrounds - Hanna park replacement Phase 1	Replace portion of aging playground	Replace equipment - maintain or improve accessibility	2025
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
Basketball Court - Torrance	Construct new basketball court in Torrance	Incorporate accessible features to construction	2024

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
Raymond Community Centre	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. Note - 2016 identified accessible parking space to be relocated - deferred. 2019 - Facility washroom upgrades - renovation/addition project planned. Project to meet accessibility requirements.	2023 - Facility washroom upgrades complete
POLICIES, PROGRAMS, PRACTICES, SERVICES AND BY-LAWS	BARRIER	ACTION FOR REMOVAL	YEAR of 2019-2023 Plan
Accessibility Compliance Report	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

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
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 phased in between 2011 – 2025 – Ongoing
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 compliance requirement commenced in 2016	Ongoing

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 – Return to Work Process and Individual Accommodation Plan (IAP) Process were formalized to meet Policy C-GG-25 in 2015	Ongoing and upon request
Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	General	Develop accessibility policies . Note - 2014 Integrated Accessibility Standards Policy C-GG-25 was passed	na
Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	General	Develop a multi-year accessibility plan . Note - 2014 Multi-Year Accessibility Plan was passed for 2014 - 2018, 2019-2023.	na
Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	General	Report annually on the progress of the multi-year accessibility plan	Annually - 2014-2025
Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	General	Review and update multi-year accessibility plan at least once every five years	2024 – conduct review and update of Multi-Year Accessibility Plan

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	2024 – conduct review of TML Procurement Policy
Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	General	Incorporate accessibility features into self-service kiosks . Note - 2014 – Integrated Accessibility Standards Policy C-GG-25 was passed.	Ongoing
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
Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Information and Communication	Website enhancement – by 2020 all internet websites 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
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 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 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 - 2015 acknowledgement agreement was developed and implemented to meet Policy C-GG-25	Ongoing
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. 2015 – acknowledgement agreement was developed and implemented to meet Policy C-GG-25.	Ongoing
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	2024 - continue By-law evaluation and review
Information and Communication	Advancing accessibility in Ontario.	Provide the " Guide to Accessible Festivals & Outdoor Events " 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.	na

Information and Communication	Municipal Website Information and Communication - Continue to enhance municipal website accessibility tools	Provided text-to-speech enablement software 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
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 digital or new communication and service delivery tools - Access to social media tools to remove physical, information and communication, and technological barriers. Note - 2016 Social Media Policy adopted and Township Facebook page / Twitter account launched	Ongoing
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 digital or new communication and service delivery tools - Access to online payment and bookings 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

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 digital or new communication and service delivery tools - Access to expand free public Wi-Fi (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. Note - 2016 project phase 1 completed. 2017 project phase 2 completed.	Ongoing
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 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. 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
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 improved high speed services . 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.

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
Official Plan Review	Accessibility compliance	Ensure any new accessibility compliance best practices are included in the Official Plan	2023 - Official Plan approved by Township and District subject to OLT appeal outcomes.
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.	Ongoing
Strategic Plan	Identify strategic priorities	Adopt Strategic Plan which includes accessibility initiatives. Review and update of 2019-2023 Strategic Plan required.	2024 - commence Strategic Plan review
Zoning By-law Review	Accessibility compliance	Review Zoning By-law and add provisions to conform with Official Plan. Note - 2015 Comprehensive Zoning By-law 14-14 was passed.	2024-2025