



The Ontarians with Disabilities Act, 2001

The Accessibility for Ontarians with Disabilities Act, 2005

# ANNUAL ACCESSIBILITY STATUS REPORT

2021-23

**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 2021-23 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. In 2019 the plan was updated. The plan outlines the Township's strategy to prevent and remove barriers to accessibility, which includes how phased in requirements under the AODA will be met.

This Status Report demonstrates the progress made by the Township to insure an accessible Community. It includes the accessibility initiatives that were completed between 2021 to 2023 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 AODA and the 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 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 Reports for the Township of Muskoka Lakes are available at the Municipal Office at:

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

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

TOWNSHIP OF MUSKOKA LAKES 2019-2023 MULTI-YEAR ACCESSIBILITY PLAN 2021-2023 ANNUAL ACCESSIBILITY STATUS REPORT								
FACILITY	BARRIER	ACTION FOR REMOVAL	YEAR of 2019-2023 Plan	2019 STATUS	2020 STATUS	2021 STATUS	2022 STATUS	2023 STATUS
Bala Arena	No barriers identified	No work proposed.	na					
Bala Community Centre	No barriers identified.	No work proposed.	na					
Bala Streetscape	Pedestrian accessibility.	Pedestrian accessibility will be addressed in any future capital works.	Ongoing	No works completed in 2019	No works completed in 2020	2021 Community Improvement Plan	Ongoing	Ongoing
Beaumaris Road Bridge	Bridge Abutment	Bridge Abutments replacement. Will meet accessibility requirements to remove physical barriers. Note - 2018 - project identified - deferred.	2019 - Bridge Design and West approach	2019 - project did not proceed, 2019 - approval given for project EA	Construction costs included in 2020 budget	Barriers removed - project completed	na	na
Bala Falls Road Bridge	Bridge Deck	Bridge Deck Replacement. Will meet accessibility requirements to remove physical barriers. Note - 2018 - project identified - deferred.	2019 - Bridge Design	2019 - project did not proceed	2020 - project did not proceed	Bridge Design Underway	Construction Commenced	Construction Completed - Barriers removed

<b>Cardwell Community Centre</b>	Building and washrooms not accessible	This building is quite old and has some historical and heritage significance to the community. It has a split entrance and the washrooms are in the basement level. Any attempt to make this building accessible would destroy the unique characteristics of the building and the financial expenditure would be unjustifiable given the size of the facility. No work proposed. Note - 2016 replaced accessible entrance - 2017 accessible ramp completed	na					
<b>Foot's Bay Community Centre</b>	No barriers identified	No work proposed. Note - 2015 replaced facility front steps/ramp/wall to remove physical and architectural barriers.	na					
<b>Glen Orchard Cemetery</b>	No barriers identified	No work proposed.	na					
<b>Glen Orchard Community Centre</b>	Building not accessible	Any attempt to make this building accessible would destroy the historical and heritage characteristics of the building. The existing split entrance and the location of the washrooms in the basement do not lend themselves to alterations unless major work was undertaken. No work is proposed at this time.	na					

<b>Hanna Park Washroom Facilities</b>	Facility requires upgrades	Need to review facility for improvements. Project to remove barriers and meet AODA compliance. Note - project identified.	TBD					
<b>Hardy Lake Provincial Park</b>	Need to upgrade trail structures	Replace two bridges	2019 - Replace one bridge 2020 - Replace one bridge	2019 One bridge replaced - compliant	Trail exempt as per O. Reg. 413/12: Integrated Accessibility Standards-Section 80.6	Ongoing	No longer TML responsibility	
<b>Health Hub – Port Carling</b>	Need for access to health care services was identified through Township 2011-2014 Strategic Plan. The 2015-2018 Township Strategic Plan identifies support for development of Health Hub to increase awareness and access to health services available to residents.	Support access to health care services initiative and development / construction of a facility to provide the services. Property donated to Township in 2014 for the purpose of assisting the community in establishing a Wellness Centre, including a Nurse's Station (Health Hub), a Retirement Home and a Hospice. Community fundraising was conducted. Facility plans to meet legislated accessibility requirements. 2015 – Health Hub plan received and facility construction commenced. 2016 – Health Hub construction completed, facility opened and site is fully accessible. 2018 - Lease Agreement for construction of Hospice Muskoka, Andy's House, was approved.	2019 - Hospice Construction	Construction ongoing 2019	Construction Complete	Hospice Facility sold June 25/ 2021 Entrance to Health Hub paved	na	

		2018 - Lease Agreement for construction of Hospice Muskoka, Andy's House, was approved.						
<b>Jaspen Park</b>	Grade of the land	Grading and various improvements	2019 Raise parking lot	2019- Complete and met AODA requirements	na			
<b>Milford Bay Community Centre</b>	No barriers identified	No work proposed. 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 - Front entrance walkway reconstruction	2019 - completed and met AODA requirement	na			
<b>Milford Bay Community Centre</b>	Children's Playground requires upgrading	Replace playground equipment - completed in 2018	na					
<b>Milford Bay Road Bridge</b>	Bridge replacement required	Bridge replacement required. Project to meet accessibility requirements.	2019 - Replacement design	2019 - Replacement design in progress and will meet AODA requirements	Ongoing	Bridge Replacement Under Construction- Project complete - No Barriers	na	

<b>Peninsula Community Centre</b>	No barriers identified	No work proposed. Note - 2015 - Peninsula Community Centre Hall Board presented a proposal to renovate the facility. Would address any accessibility requirements. 2017 - Project commenced. Determined entrance component was no longer moving forward. 2018 - project scope was amended and reduced so no impacts on compliance – 2018 - project was completed. Note - 2017 railing on ramp to right of main entrance was repaired. 2017 - rear entrance to facility was upgraded.	na					
<b>Port Carling Arena</b>	No barriers identified	No work proposed.	na					
<b>Port Carling Boardwalk</b>	Downtown access improvements	Construction of a boardwalk along a portion of the Port Carling waterfront. Any accessibility components to be met during construction.	2019	2019 - project did not proceed				
<b>Port Carling Fire Hall</b>		Renovations to provide administrative office space and fire fighter training area - not a public space				Projected to proceed Q4 2021 Not an accessible space	Project Completed	na

<b>Port Carling Information Booth</b>	Seasonal Visitor Information Centre	Constructed in 2019 Operated by MLCC	2019 - Construction Completed - AODA compliant with accessibility ramp	2019-project completed	na			
<b>Port Carling Memorial Community Centre</b>	No barriers identified	No work proposed. Note - 2015 replaced facility sound system for improved and enhanced sound. Note - 2018 new projector and screen purchased for improved communication. 2019 - Wood back deck of facility requires replacement. Improved access to facility.	2019 - replace wood back deck - improved access to facility	2019 - project completed	na			
<b>Port Carling Streetscape</b>	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	No works completed in 2019	No works completed in 2020	2021 Community Improvement Plan	No Change	No Change



<b>Raymond Community Centre</b>	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.	2019 - Facility washroom upgrades	2019 - project did not proceed - insufficient budget allocation to complete at this time		Enabling Accessibility Fund (EAF) Grant(\$100K) By-law 2021-108 to provide funding for project. Commencement of project upon completion of the Recreation, Parks and Facilities Master Plan - No action Project may proceed in 2022	Project completed - Washrooms now compliant - No barriers	na
<b>Skeleton Lake Fish Hatchery Trail</b>	Design of Public Spaces pursuant to Accessibility Standards – Integrated Accessibility Standards O.P. 19/111	Design of Public Spaces will be addressed in any future capital works. Note - 2016 Skeleton Lake Fish Hatchery Trail recreational trail bridge was replaced - designed and constructed to be accessible	Ongoing	No works completed in 2019	Trail exempt as per O. Reg. 413/12: Integrated Accessibility Standards- Section 80.6	na		
<b>Sunset Park</b>	Design of Public Spaces pursuant to Accessibility Standards – Integrated Accessibility Standards O.Reg.19/11	Accessibility Mat			Cost included in 2020 budget	Purchased May 2021	na	
<b>Torrance Community Centre</b>	Basement of building	Basement level is not accessible and no work is proposed to change this. Note - 2016 accessible parking project identified - deferred.	na					

<b>Torrance Barrens Dark Sky Preserve Trail</b>	Upgrade boardwalks	New boardwalks	2019- construct new boardwalks 2020 cancelled by MECP - No longer TML responsibility	No works completed in 2019	Trail exempt as per O. Reg. 413/12: Integrated Accessibility Standards- Section 80.6		No longer TML responsibility	na
<b>Township Office – Port Carling</b>	No barriers identified	No work proposed. Note - 2014 incorporated audio system in Council Chambers to remove information and communication barrier. 2017 public works department renovations project identified - deferred. 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 - install bottle fill station that will be AODA compliant		Complete	Install projection displays in Council Chambers and Committee Room - did not proceed - meetings continue to be held online for the immediate future	Install projection displays in Council Chambers and Wendy Oliver Room	Township Council and some Committee meetings conducted using Hybrid Format
<b>Township Office – Port Carling</b>	Public Works Department renovations	Renovations of the Public Works Department office space for public access improvements, public counter installation, staff accommodation, staff privacy to meet AODA compliance. Note - 2017 project first budgeted, determined more planning, engineered drawings, etc., required.	2019 - Public Works Department renovations	2019 -project deferred pending decision with respect to a permanent solution for space optimiation at the office		No action - Decision to construct new facility within five to ten years	Renovations completed to accommodate staffing requirements	na

<b>Township Office – Port Carling</b>	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, staff privacy and meet AODA compliance.	2019 - Office space optimization study	2019 - study completed - construction project on hold for future determination		2021 Space Optimization Study - Build new facility in next five to ten years	Ongoing minor renovations to accommodate staffing requirements	Ongoing minor renovations to accommodate staffing requirements
<b>Ufford Cemetery</b>	No barriers identified	No work proposed.	na					
<b>Ullswater Community Centre</b>	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 - Parking lot improvement	2019 - completed - placement of gravel as insufficient funds for pavement	No change	No change	No change	No change
<b>Walker's Point Community Centre</b>	No barriers identified	No work proposed. Note - 2014 replaced facility sound system for improved and enhanced sound. 2016 paved parking lot. 2017 gravel added to lower parking lot for expansion. 2018 installed accessible picnic tables in the outside public space.	na	2019 - lighting installed at facility back parking lot.	No change	No change	No change	No change
<b>West Whites Rd. 1890 Schoolhouse</b>	Washrooms not accessible.	There is presently only one washroom with a chemical toilet in this building. No work is proposed to change this.	na					

<b>Windermere Community Centre</b>	Basement of building	Basement level is not accessible and no work is proposed to change this. Note - 2016 accessible parking project completed. 2017 new barrier free Ramp/Railing project completed.	na					
<b>Windermere Village Hall</b>	Building and washrooms not accessible	No work is proposed to make this building accessible given the age, size, and historical characteristics of the building.	na					
<b>Windsor Park Washroom Facility</b>	No barriers identified	Windsor Park Washroom Facility – 2015 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 2015 Funding application submitted under Canada 150 Community Infrastructure Program Intake 1. Application was denied. 2016 Funding application submitted under Canada 150 Community Infrastructure Program Intake 2. Application was denied. 2017 Project completed.	na					

POLICIES, PROGRAMS, PRACTICES, SERVICES AND BY-LAWS	BARRIER	ACTION FOR REMOVAL	YEAR of 2019-2023 Plan	2019 STATUS	2020 STATUS	2021 STATUS	2022 STATUS	2023 STATUS
<b>Accessibility Compliance Report</b>	The rules and deadlines municipalities must follow to meet accessibility standards in Ontario	Municipalities with 50+ employees to file an Accessibility Compliance Report by December 31, 2019 to meet compliance.	2019 – Accessibility Compliance Report to be filed	2019 – Accessibility Compliance Report filed				
<b>Accessibility Compliance Report</b>	The rules and deadlines municipalities must follow to meet accessibility standards in Ontario	Municipalities with 50+ employees to file an Accessibility Compliance Report by December 31, 2021 to meet compliance.	2021 – Accessibility Compliance Report to be filed			2021 – Accessibility Compliance Report filed		
<b>Accessibility Compliance Report</b>	The rules and deadlines municipalities must follow to meet accessibility standards in Ontario	Municipalities with 50+ employees to file an Accessibility Compliance Report by December 31, 2023 to meet compliance.	2023 – Accessibility Compliance Report to be filed					2023 – Accessibility Compliance Report filed
<b>Accessibility Compliance Report</b>	The rules and deadlines municipalities must follow to meet accessibility standards in Ontario	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 - <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 - continued in 2019	Ongoing - continued in 2020	C-GG-21 Accessible Customer Service April 14, 2021 Policy updated to include process regarding Notice of Temporary Disruptions Ongoing - continued in 2021	Ongoing - continued in 2022	Ongoing - continued in 2023
Accessibility Standards – <b>Integrated Accessibility</b> 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 - continued in 2020	Ongoing - continued in 2021	Ongoing - continued in 2022	Ongoing - continued in 2023
Accessibility Standards – Integrated Accessibility 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	No new projects undertaken in 2019	No new projects undertaken in 2020	No new major projects undertaken in 2021. Any upgrades minor in nature and included requirements	No new major projects undertaken in 2022. Any upgrades minor in nature and included requirements	No new major projects undertaken in 2023. Any upgrades minor in nature and included requirements

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 - Continued in 2019 - and upon request	Ongoing - Continued in 2020 - and upon request	Ongoing - Continued in 2021 - and upon request	Ongoing - Continued in 2022 - and upon request	Ongoing - Continued in 2023 - 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					
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	na					
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	2019 - completed 2018 annual progress report and posted on TML website	2020 - completed 2019 annual progress report and posted on TML website	2024 - completed 2020 annual progress report and will be posted on TML website	2024 - completed 2021 annual progress report and will be posted on TML website	2024 - completed 2022 and 2023 annual progress report and will be posted on TML website

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	2019 – conduct review and update of Multi-Year Accessibility Plan	2019 – completed review and update of Multi-Year Accessibility Plan now named the 2019-2023 Multi-Year Accessibility Plan				Commence work on 2024-2025 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	2019 – conduct review of TML Procurement Policy	2019 - Deferred Review / Update of TML Procurement Policy	Deferred Review / Update of TML Procurement Policy	Amend Procurement By-law 2004-161 to incorporate Procurement Policy C-CAO-13 Rescind C-CAO-13	Ongoing Review	Ongoing Review - Update 2024-25
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	2019- no new kiosks acquired	Ongoing	Ongoing	Ongoing	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 <b>Integrated Accessibility Standards</b> – Integrated Accessibility Standards Policy C-GG-25 was passed in 2014	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing



Accessibility Standards – Integrated Accessibility Standards O.Reg.191/11	Information and Communication	Website enhancement – make all new internet <b>websites</b> and new web content on those sites conform to WCAG 2.0, level A - <i>Note – in 2013 made funding application under the Enabling Accessibility Fund – denied.</i> Note - 2014 commenced project and 2015 completed upgrade / enhancements to WCAG 2.0, level A. Note - 2018 website upgrade need identified in 2018 for project in 2019.	2019 - website upgrade approved for completion	Website update project completed, Review and update of PDF content ongoing	Review and update of website and PDF content ongoing	Review and update of website and PDF content ongoing	Review and update of website and PDF content ongoing	Review and update of website and PDF content 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 - 2018 website upgrade need identified in 2018 for project in 2019.	2019 - website upgrade approved for completion	Project completed	Review and update of website and PDF content ongoing	Review and update of website and PDF content ongoing	Review and update of website and PDF content ongoing	Website Upgrade project - Complete Review and update of website and PDF content ongoing
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 - Continued in 2019 - and upon request	Ongoing - Continued in 2020 - and upon request	Ongoing - Continued in 2021 - and upon request	Ongoing - Continued in 2022 - and upon request	Ongoing - Continued in 2023 - 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 - Continued in 2019 - and upon request	Ongoing - Continued in 2020 - and upon request	Ongoing - Continued in 2021 - and upon request	Ongoing - Continued in 2022 - and upon request	Ongoing - Continued in 2023 - 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	Ongoing	Ongoing	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	Ongoing	Ongoing	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	Continue By-law review	2019 - By-law review continued	2020 - By-law review continued	2021 - By-law review continued	2022 - By-law review continued	2023 - By-law review continued
Elevator Rescue	Elevator rescue	Fire Department training provided for <b>elevator rescue</b> in 2015.	na					

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.	na					
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 - 2015 and 2017 Renewed software for 2 year terms.	2019 - Renewal of software	2019 - Project completed	2020 - Renewal of software	2021 - Renewal of software	2022 - Renewal of software	2023 - Renewal of software

Information and Communication	Strategic Plan Goal – improve public access to information and enhance quality and timelines of communications - access to social media tools	Expand use of <b>digital or new communication</b> and service delivery tools - Access to <b>social media</b> tools to remove physical, information and communication, and technological barriers. Note - 2016 Social Media Policy adopted and Township Facebook page / Twitter account launched	TBD	2019 - Implemented TML Website Upgrade	Ongoing	Ongoing	Ongoing	Ongoing
Information and Communication	Strategic Plan Goal – improve public access to information and enhance quality and timelines of communications - access to online payment and bookings tools	Expand use of <b>digital or new communication</b> and service delivery tools - Access to <b>online payment and bookings</b> to remove physical, information and communication, and technological barriers. Note - 2016 – online booking and payment implemented for swim program.	TBD	2019 - Implemented online portal for tax billing	2020 Addition of Community Engagement Platform - Bang the Table	2021 Report a Concern launched on website		2023 Cloud Permitting platform for Building and Planning applications and administration

Information and Communication	Strategic Plan Goal – improve public access to information and enhance quality and timelines of communications - access to free public Wi-Fi	Expand use of <b>digital or new communication</b> and service delivery tools - Access to expand free <b>public Wi-Fi</b> (Wi-Fi connectivity project) at municipal facilities to enable increased access to service delivery tools and more, and to remove physical, information and communication, and technological barriers. Note - 2016 project phase 1 completed. 2017 project phase 2 completed.	TBD		Addition of Public Wifi at Hekkla Community Centre	na		
Information and Communication	Strategic Plan Goal – improve public access to information and enhance quality and timelines of communications - access to Council and Committee meetings	Explore opportunities to provide <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. 2019 - equipment / program for the implemenation of webcasting Council and Committee meetings from Council Chambers.	2019 - Webcasting project to be implemented	2019 - implementation of Webcasting Council nad Standing Committee meetings completed	2020- Council and Standing Committee Meetings utilizing Zoom Platform - enable participation from any place provided participant has sufficient hardware and internet connectivity- meetings broadcast via TML Youtube channel - close captioned	Ongoing		Intoduction and implementation of Hybrid Council and Committee formats utilizing Zoom Platform broadcast via TML Youtube channel - close captioned

Information and Communication	Strategic Plan Goal – improve quality, accessibility and affordability of high-speed internet services - advocate for improved high speed services	Determine existing levels of service across Muskoka Lakes to increase understanding of the extent and nature of service issues and consult with primary service providers to advocate for <b>improved high speed services</b> . 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.	2019 - budget allocation was made to project	advocation for improved internet service continues via DMM, support of resolutions brought forth and communication with upper tiers	Development of Regional Broadband Strategy through MERTF	Ongoing	Ongoing
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	2019 - completed	Ongoing	Ongoing	Ongoing	Ongoing
Municipal Election 2018	Electors and candidates with disabilities - A clerk who is responsible for conducting an <b>election</b> shall have regard to the needs of electors and candidates with disabilities	<b>Report</b> - 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.	2019 - complete TML 2018 Accessible Election Report	2019 - TML 2018 Accessible Election Report published Jan. 2019 and posted on TML website	na			

Municipal Election 2022	Electors and candidates with disabilities - A clerk who is responsible for conducting an <b>election</b> shall have regard to the needs of electors and candidates with disabilities.	Plan re: barriers - The clerk shall prepare a <b>plan</b> regarding the identification, removal and prevention of barriers that affect electors and candidates with disabilities and shall make the plan available to the public before voting day in a regular election.	2022 - complete TML 2022 Municipal Election Accessibility Plan				2022 - TML 2022 Accessible Election Accessibility Plan published October 1, 2022 and posted on TML Website	na
Municipal Election 2022	Electors and candidates with disabilities - A clerk who is responsible for conducting an <b>election</b> shall have regard to the needs of electors and candidates with disabilities.	<b>Report</b> - 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.	2023 - complete TML 2022 Accessible Election Report				2022 - TML 2022 Accessible Election Accessibility Report published December 14, 2022 and posted on TML Website	na
Municipal Election 2022	Accessible <b>voting places</b> - In establishing the locations of voting places, the clerk shall ensure that each voting place is accessible to electors with disabilities.	Township to determine alternative voting method(s) to be used in the 2018 Municipal <b>Election</b> to improve access by eliminating the need for voting locations to ensure that electors are able to participate fully in the democratic process.	2021 - pass By-laws to authorize use of Internet / telephone voting for 2022 Municipal Election. 2022 - conduct 2022 Municipal Election utilizing internet and telephone voting		RFP to service providers - contact awarded to Simply Voting - currently being finalized		Agreement with Simply Voting executed January 11, 2022	na

Official Plan Review	Accessibility compliance requirements	Ensure any new accessibility compliance requirements/policies are included in the <b>Official Plan</b>	2019 - commence Official Plan Review	2019 - OP review commenced	2020- OP review continued	2021- OP review continued	2022- OP review continued	TML DMM approval of OP - Province and OLT reviewing
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.	2019 - commence By-law review	2019 - New By-law passed - waiting on approval of short form wording and set fines	2020-053 in force amended as Council required		New By-law passed 2022-043 incorporate consolidation into updated By-law	na
Strategic Plan	Identify strategic priorities	Adopt <b>Strategic Plan</b> which includes accessibility initiatives	2019 - commence Strategic Plan review	2019 - commenced project - awarded RFP in Nov. 2019 with project to be completed in 2020	2020- Strategic Plan adopted - Strategic Goal - Strengthen and Diversify Muskoka Lakes' Economy - Leverage existing Township infrastructure to foster accessible and affordable community hubs that support a thriving community, with a focus on year-round amenities, cultural attractions, and ancillary services that contribute positively to a high quality of life.			2023 -Council aproved RFP for 2024-2028 Strategic Plan - RFP issued
Transportation Master Plan	<b>Transportation</b> access throughout the municipality	Transportation Master Plan	Review and consider current and future transportation related needs of the Muskoka Lakes Community.Create a safe and reliable transportation network while removing barriers to accessibility.			Council allocated funds to proceed with study, confirmed consultant to commence study	Study continued, Public and Council input sought. Periodic updates provided.	Plan adopted by Council



Transportation	<b>Transportation</b> access throughout the municipality	Consider a by-law to permit the use of <b>all-terrain vehicles</b> , multi-purpose off-highway utility vehicles, and recreational off-highway vehicles on municipal roads within the Township. This will assist in removing physical barriers. Note - 2016 By-law passed. 2017 following one year trial, determined by-law to stay in effect.	na				New By-law 2022-071 Rescinded 2016-32. One year trial expired - New By-law makes permanent the use of ATVs on municipal roads.	
Public Spaces	Parks and Recreation Master Plan	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.				Engage Consultant, Appoint Steering Committee, Receive Public Input	Adopt Plan	Adopt Implementation Plan - Arena Feasibility Study-Hire Manager
Zoning By-law Review	Barriers not recognized in Plan	Review <b>Zoning By-law</b> and add policies to comply with Official Plan. Note - 2015 Comprehensive Zoning By-law 14-14 was passed.	TBD - next Zoning By-law Review to follow current Official Plan Review	TBD - next Zoning By-law Review to follow current Official Plan Review	TBD - next Zoning By-law Review to follow current Official Plan Review	TBD - next Zoning By-law Review to follow current Official Plan Review	TBD - next Zoning By-law Review to follow current Official Plan Review	TBD - next Zoning By-law Review to follow current Official Plan Review - slated to commence in 2024