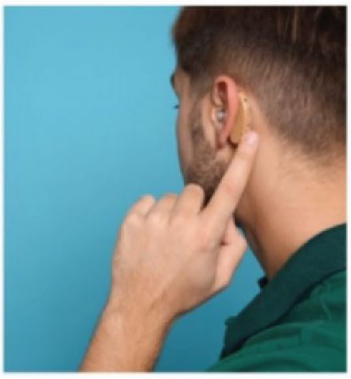
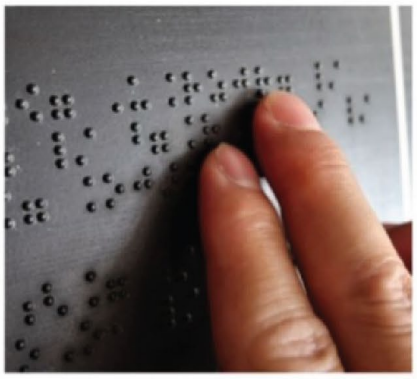
THE DISTRICT MUNICIPALITY OF MUSKOKA

2026-2029

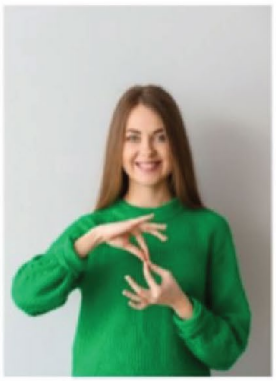
Multi-Year Accessibility Plan















Approved by Accessibility Advisory Committee: TBD

Ratified by Council: TBD

Resolution: TBD

Disclaimer: This draft of The District Municipality of Muskoka's 2026-2029 Multi-Year Accessibility Plan has been drafted for use by most screen readers. If you experience difficulty accessing this document, or you would like this document in an alternate format, please contact:

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Municipality Participating In This Plan

Municipality

This plan has been prepared for The District Municipality of Muskoka.

Address

70 Pine St.
Bracebridge, ON P1L 1N3
http://www.muskoka.on.ca

Key Contact

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(705) 645-2100 Ext. 4239 – Phone
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Population (2021)

66,674 Permanent Residents
84,400 Seasonal Residents

Municipal Highlights – The District Municipality of Muskoka's History

The District Municipality of Muskoka (District) was established by Provincial legislation and commenced operations on October 19, 1970. Nestled in Central Ontario, the District of Muskoka spans 4,774 square kilometers, encompassing more than 640 lakes and 760 square kilometers of wetlands. Renowned as a nostalgic destination for tourists and a beloved home for residents, Muskoka features six area municipalities and two Indigenous communities. It offers bustling downtown cores, a vibrant arts and culture scene, and year-round recreational opportunities closely tied to its natural beauty. Every summer, Muskoka's population more than doubles with the influx of cottagers, then recedes again when the seasons begin to change into fall and winter.

Muskoka is governed by a two-tier municipal system. The District forms the upper-tier, working closely with six lower-tier municipalities: Town of Bracebridge, Town of Huntsville, Town of Gravenhurst, Township of Muskoka Lakes, Township of Georgian Bay, and Township of Lake of Bays. Both levels of municipal government collaborate and align services to achieve cost efficiencies and best serve residents and visitors to Muskoka.

Organization of The District Municipality of Muskoka

The District is organized into six main departments, each reporting to the Chief Administrative Officer.

- Administration
- Community and Planning Services
- Engineering and Public Works
- Finance and Corporate Services
- Health Services
- Legislative Services

These departments administer the programs and services assigned by District Council, in accordance with the relevant statutes, regulations and corporate policies.

Administration

The Administration department provides a link between all departments and District Council to support and facilitate the execution of Council decisions – working collaboratively with lower-tier municipalities.

The District's Administration Department reports mainly through the Finance and Corporate Services Committee. This committee sets direction and oversees the functions of the department's corporate responsibilities. The Administration department is organized into service divisions:

- Chief Administrative Officer: Provides advice to District Council and leadership to senior staff and Corporate Communications; ensures that policies and direction of Council are implemented efficiently and effectively; Chair of the District Strategic Leadership Team (DSLT) which includes all department Commissioners, District Solicitor, and the Director of Human Resources.
- Human Resources: Recruitment: employee and labour relations; health, wellness and safety; talent management and development; compensation and benefits – job evaluations and policy development and implementation.
- Communications: Develops and implements a comprehensive communication strategy in order to provide maximum impact for internal District staff, as well as residents (year-round and seasonal) and visitors to Muskoka.
- Continuous Improvement Unit (CIU): Facilitates completion of projects identified from service and operational reviews in order to improve efficiencies and effectiveness of programs and service delivery. The CIU responds to the emerging needs of District Council and provides development opportunities as part of corporate talent management.
- Regional Strategic Initiatives (RSI): Collaborate with stakeholders to stimulate a year-round, diverse economy, implement workforce strategies, support newcomers, enhance tourism through the Muskoka Tourism Marketing Agency (MTMA), strengthen relationships with Indigenous Nations through the Muskoka

Area Indigenous Leadership Table (MAILT), and promote inclusion, diversity, equity, and anti-racism (IDEA) through staff and community-led initiatives.

Community and Planning Services

The District's Community and Planning Services department is dedicated to improving the quality of life for all residents in Muskoka by addressing the holistic needs of our communities. The CAPS department works collaboratively with the lower-tier municipalities and community partners on matters related to community growth and development, while working to protect our environment, deliver programs and services to our most vulnerable populations and to promote thriving, caring communities.

The District's Community and Planning Services Committee sets direction and oversees the functions of the department's corporate responsibilities. The department is organized into service divisions:

- Ontario Works: Financial Supports (Ontario Works), Life Stabilization (Ontario Works), Community Office locations, Income Tax Clinics, etc.
- Children‘s Services: Child Care Fee Subsidy, Funding and Other Services for Children and Youth, Licensed Child Care, Muskoka Best Start Network, Muskoka Child Care Advisory Group, Muskoka Home Child Care Agency, EarlyON programming and administration of the Canada Wide Early Learning and Child Care system.
- Community Programs: Pay it Forward and Community Enhancement Grant Program.
- Community Transportation: Corridor 11 Bus, District DRT (Demand-Responsive Transit), and the Specialized Transportation Fund.
- Housing and Homelessness: Community Housing, Affordable Home Ownership Programs, Below Market Rent Units, Rent Assistance Programs, Funding for Home Repairs, Muskoka Affordable Housing Incentives Program, Muskoka Housing Task Force, Homelessness Prevention Program; and Seniors Affordable Housing.
- Planning and Policy: The District is responsible for a range of planning functions including the drafting of The Muskoka Official Plan, other Policy reviews and special projects, and development reviews and approvals.
- Water Strategy, Community Climate Initiatives, and Geomatics: monitoring recreational water quality and supporting related community stewardship programs; implementing community climate actions; providing support to the Muskoka Watershed Council and other community organizations; developing and delivering geographic information systems (GIS) tools, and 911 Civic Addressing, to engage the community and support programs.

Engineering and Public Works

The District's Engineering and Public Works Department is responsible for maintenance and oversight of all municipal water and wastewater systems, waste management programs in Muskoka, delivers maintenance and capital investment for District roads

and bridges, and operates and stewards the Port Carling Locks, Lift Bridges, and James Bartleman Island Park. These services are provided in close collaboration with Muskoka's lower-tier municipalities.

Direction and oversight for these corporate functions are set by the District's Engineering and Public Works Committee. To deliver this mandate effectively, the department is organized into the following service divisions:

- Engineering: Provides design support for roads and bridges and water and wastewater capital projects, construction supervision and contract administration; operation and maintenance of Port Carling Locks and James Bartleman Island Park.
- Roads and Transportation: Maintenance and construction of District roads, bridges and culverts; load restrictions; road permits; traffic signals and pedestrian crosswalks; active transportation; signage (regulatory, warning and informational); access permitting; line painting; traffic survey; and the winter maintenance program.
- Solid Waste Management: Collection, diversion and disposal of solid waste; landfill and transfer stations; and development adjacent to landfill sites.
- Water and Wastewater: Treatment and distribution of potable water, ensuring appropriate collection and treatment of wastewater and operation and maintenance of hauled sewage treatment facilities for disposal of septage.

Finance and Corporate Services

The Finance and Corporate Services department advises and supports District Council, Committees and all departments – working collaboratively with lower-tier municipalities.

The District's Finance and Corporate Services Committee sets direction and oversees the functions of the department's corporate responsibilities. The department is organized into service divisions:

- Financial Services: Corporate account and financial recording; corporate cash management; and billing and collection systems.
- Budgets and Financial Planning: Budget preparation; fiscal policy, business case and impact analysis; long-term fiscal plan monitoring; and procurement initiatives.
- Fleet Services: Centralized management of business case analysis, procurement, policy development, and operations and maintenance.
- Information Technology Services: Provide modern, stable and secure computing; provide support for business application delivery as well as maintenance and hardware devices; and a shared services provider to two lower-tier municipalities and the corresponding Public Libraries.
- Facilities Services and Corporate Climate Change: Service, maintenance, operations and repairs on corporate facilities; capital planning and project management related to facilities; facility technical audits and condition; and lead

role and responsibility for advancement of the Corporate Climate Change Action Plan.
- Accessibility: The continual improvement of access to all municipally owned facilities; premises and services for all those living with disabilities; delivering excellent and accessible customer services and programs to all residents and visitors; providing a supportive working environment for District staff; the participation of persons living with disabilities in the development and review of the annual Accessibility Plan; and providing equal access to all.

Health Services

The Health Services Department is responsible for Long-Term Care Services, Community and Emergency Planning, Paramedic Services, Community Paramedicine, Seniors Services, and Health Planning Services.

The District's Health Services Committee sets direction and oversees the functions of the department's corporate responsibilities. The department is organized into service divisions.

- Long-Term Care Services: The Pines Long-Term Care Home in Bracebridge and the Fairvern Long-Term Care Home in Huntsville.
- Seniors Programs and Services: Seniors Healthy Aging Promotions, Links2Wellbeing, Fitness Programs, Happy Day Fairs, Seniors Intergenerational Program, Seniors Services Planning Table, and Seniors Mobile Active Living Centre Programs.
- Paramedic Services: Includes emergency response and non-emergency medical transportation services.
- Community Paramedicine: Services designed to support residents in their homes and improve quality of life by addressing gaps in resident healthcare needs.
- Health Planning Services: To deliver and initiate community-based services that support the health and well-being of residents through Muskoka Health Link, Public Health, Hospital Funding and Long-Term Care Redevelopment. The District is a signing member of the Muskoka and Area Ontario Health team (MAOHT) that seeks to improve the overall health and well-being of the community in the long-term while addressing shorter term issues including coordination of care for priority populations, access to care and transitions between care settings.
- Emergency Management: District’s Emergency Plan, business continuity planning, annual training and exercises, public education to promote emergency preparedness, collaboration with Area Municipalities to protect the health and safety of Muskoka residents and visitors in times of emergency.

Legislative Services

The Legislative Services Department is responsible for the Office of the District Clerk, Police Services (through the Police Service Boards), legal services to all departments and administration of the Provincial Offences Office.

The department is organized into service divisions:

- District Clerk: Custodian of all corporate records including minutes, by-laws and reports; provides administrative, procedural and clerical support to District Council, its Standing Committees and various other Ad Hoc Committees; responsible for Freedom of Information requests. The District Clerk also acts as the District's Privacy Officer.
- Police Services: Police services in Muskoka are provided and fully managed by the Ontario Provincial Police (OPP) on a fee-for-service basis. Police services are a financial responsibility of the District, funded through property tax revenue. Three (3) newly established Police Service Boards (one for each Detachment located within Muskoka), overseen by the Office of the District Clerk, provide a framework for civilian governance, local priority-setting, and accountability for OPP policing services.
- Legal Services: Legal services to all departments related to general municipal law and by-laws; contracts, leases and agreements; planning and development; aviation matters related to Muskoka Airport; transactional real estate matters; litigation before Courts and Tribunals (Ontario Land Tribunal, Human Rights Tribunal of Ontario, etc.); and provincial offences prosecution service.
- Provincial Offences Office: Administration and Court Services for the Ontario Court of Justice within the District pursuant to a Memorandum of Understanding with the Province.

Services Not Delivered by The District Municipality of Muskoka

As Muskoka is a two-tiered municipality, there are some services that are delivered jointly by the two tiers and some that are delivered solely by either the upper or lower tier. The lower-tiers are solely responsible for:

- Fire Services
- Community Centres and Libraries
- Heritage Arts and Culture
- Recreation Programs and related Facilities

As required under the Accessibility for Ontarians with Disabilities Act (AODA), the lower-tiers will prepare their own Accessibility Plans addressing their services.

The District Municipality of Muskoka's Response to the Accessibility for Ontarians with Disabilities Act, 2005

Per AODA, all municipalities with a population greater than 10,000 must have an Accessibility Advisory Committee (AAC) to provide advice and consultation on accessibility matters to staff and their respective Councils. In October 2002, Muskoka District Council first adopted by By-law 2002-62 which was repealed and replaced by 2006-97 (a by-law to continue the Accessibility Advisory Committee).

A majority of AAC members must be persons with disabilities. The AAC advises Council on AODA requirements and implementation, reviews selected site plans and drawings under section 41 of the Planning Act, and Council must seek the AAC's advice on the accessibility of municipal buildings and facilities that the municipality constructs, purchases, leases or significantly renovates.

On June 13, 2005, the *Accessibility for Ontarians with Disabilities Act, 2005* received Royal Assent. AODA's Integrated Accessibility Standards Regulation (IASR) came into effect in 2013 and sets requirements in the areas of: Customer Service, Information and Communication, Employment, Transportation and Public Spaces. AODA sets a goal of an accessible Ontario by January 1, 2025. The IASR prescribes ongoing, enforceable standards across Information and Communications, Employment, Transportation, Design of Public Spaces, and Customer Service, and requires consultation with persons with disabilities and the AAC in preparing and updating multi-year accessibility plans. The District is committed to accessibility and the tenets of AODA. With the help of the District's AAC, the District is actively working to remove barriers to persons with disabilities.

The District Municipality of Muskoka Accessibility Advisory Committee

The District Municipality of Muskoka is committed to:

- The continual improvement of access to all municipally owned facilities, premises and services for all those living with disabilities;
- Delivering excellent and accessible customer services and programs to all residents and visitors;
- Providing a supportive working environment for its staff;
- The participation of persons living with disabilities in the development and review of its Accessibility Plan;
- Providing equal access to all.

Accessibility planning is intended to identify, remove and prevent many types of barriers by a comprehensive review of by-laws, services, policies, procedures, practices and programs to determine what changes are required to make them accessible to everyone – including staff and members of the public living with disabilities.

The Multi-Year Accessibility Plan also serves as an educational tool to raise awareness of issues faced by people living with disabilities on a daily basis.

The Multi-Year Accessibility Plan will strive to balance stakeholder priorities and Muskoka's ability to achieve changes over time, by establishing priorities within budget resources. While the Province requires that no new barriers be created, removal of existing barriers will be phased over a period of time as budgets permit.

For a current listing of members of the AAC please contact the District:

- By telephone to: (705) 645-2231, Ext. 4253
- By email to: amy.back@muskoka.on.ca
- Visit the District of Muskoka's Website

Accessibility Advisory Committee Mandate

The goal of the AAC is to champion issues related to the provision of an accessible community on behalf of all of Muskoka's citizens.

Terms of Reference

1. Reporting Structure

In accordance with The District Municipality of Muskoka's (District) Procedural By-law, the Accessibility Advisory Committee is an ad hoc Committee authorized by Muskoka District Council (Council).

The Committee shall report to Council on or before December 31 of each year. The Committee shall advise Council in writing about the preparation, implementation, and effectiveness of the District's Accessibility plan through the reporting of meeting summaries provided to Council.

Decisions of the Committee are not final until approved by Council unless delegated authority is granted by Council.

2. Objectives

The objectives of the Accessibility Advisory Committee are as follows:

a) Advise Council about the requirements and implementation of accessibility standards and the preparation of accessibility reports.
b) Research and make recommendations to Council concerning the identification, removal and prevention of barriers to persons with living disabilities within Muskoka.
c) Educate Council and the general public of the responsibility, benefits and means of having a consumer-friendly community inclusive to age and ability.
d) Promote the voluntary provision of inclusive access to buildings, services, communications and activities within Muskoka, and recognize those businesses and services that are consumer friendly.

3. Composition

The Accessibility Advisory Committee shall be composed of a minimum of three (3) and a maximum of seven (7) members and all Committee members shall be appointed by resolution of Council for such term as may be specified in the appointment resolution.

Three (3) members shall be members of Council that also serve on their Area Municipality's Accessibility Advisory Committee.

Additionally, three (3) citizen representatives may be appointed by Council upon recommendation of the local Area Municipality's Accessible Advisory Committee.

Pursuant to the Ontarians with Disabilities Act a majority of the members of the committee shall include persons living with disabilities.

If a Committee member is unable to complete the term as set out in Section 4 below, a new Committee member will be selected by Council.

4. Term

Members shall be appointed for a term that coincides with the term of Council, expiring on November 15 of the year in which a municipal election is held unless provided by a resolution of Council.

A member may resign from the Committee at any time by advising of this intention in writing to the Chair of the Committee.

5. Frequency of Meetings

Committee meetings shall generally be scheduled at the call of the chair and will include a minimum of two (2) meetings annually.

All meetings shall be open to the public in accordance with the District's Procedural By-law and the Municipal Act, 2001. A meeting of the Committee may only be closed to the public if the subject matter being considered meets the criteria established in the Municipal Act, 2001.

6. Roles and Responsibilities of Members

Committee Members shall:

a) Attend and actively participate in all meetings;
b) Work with other members to attempt to reach consensus on decisions before the Committee; and
c) Adhere to these terms of reference, the District's Procedural By-law, the Council/Committee Code of Conduct and any other by-laws, policies or procedures that apply to Committee members.

7. Rules Governing the Proceedings of Committees

The business of advisory committees shall be conducted in accordance with the District's Procedural By-law.

8. Quorum

In accordance with the District's Procedural By-law a quorum shall be a majority of the Committee Members.

Where the number of Members who, by reason of pecuniary interest, are unable to participate in a meeting, and the remaining Members are not of sufficient number to constitute a quorum, then, notwithstanding any other general or special Act, the remaining number of Members shall be deemed to constitute a quorum, provided such number is not less than two.

9. Voting

A question before the Committee will be put to a vote and each Committee Member will be entitled to one vote.

A motion shall be deemed to be carried when a majority of the members present and eligible to vote, vote in favour of the motion. Consequently, on a tie vote, the motion is lost.

10. Resources

The staff resource for the Committee is the Staff Accessibility Working Group (SAWG).

SAWG shall provide advisory support to the Committee, including background information, resources and advice to Committee members to assist them in their role.

In addition, SAWG will:

a) Conduct reviews of facilities, services, policies, procedures, by-laws, practices, and programs to identify accessibility barriers and develop strategies for barrier prevention and removal; and
b) Develop, review, prepare, implement and evaluate a multi-year accessibility plan for consideration by the Accessibility Advisory Committee and Council.

11. Other

From time to time, members of the Accessibility Advisory Committee may be requested to provide assistance or offer advice regarding District projects. Committee members must keep in mind that while the committee on which they serve has specific goals and objectives, the Committee's function is advisory in nature and the final decision on recommendations made by the Committee rests with Council. Council's responsibility is to the broad public good and, as such, Council may take into account other matters beyond those considered by the Committee when making its final decision on the matter.

Staff Accessibility Working Group (SAWG)

Mandate

Conduct reviews of facilities, services, policies, procedures, by-laws, practices, and programs to identify accessibility barriers and develop strategies for barrier prevention and removal.

Terms of Reference

Each division of the District will appoint a representative to the SAWG. If that member is unavailable, an alternate will be provided.

Specific accountabilities for members include but are not limited to:

1. Review AODA legislation and ensure plans are in place to remain compliant.
2. Develop, review, prepare, implement and evaluate a multi-year accessibility plan for consideration by the Accessibility Advisory Committee (AAC) and District Council.
3. On an as needed basis but not less than once annually, meet to discuss modifications, changes, or improvements to the multi-year accessibility plan.
4. Consult with and request advice from the AAC.
5. Review initiatives and identify successes in removing and preventing barriers within Muskoka.
6. Identify barriers to people living with disabilities that may be addressed in the coming year and beyond.

2023-2025: The District Municipality of Muskoka Accessibility Successes

AODA's accessibility standards establish rules and timelines that businesses and organizations in Ontario must follow to effectively identify, remove and prevent barriers for persons living with disabilities.

Extensive work has been carried out to ensure that the District is in compliance with AODA's General Requirements and each of the five standards outlined in the IASR. The District met all of its accessibility compliance targets from 2013 through 2025, with work occurring steadily to meet subsequent accessibility compliance requirements by or in advance of our compliance deadlines.

General Requirement Successes

2023

- Accessibility Compliance Report was completed and submitted before the December 31, 2023, deadline.

- All 160 resident beds at The Pines Long-Term Care Home have been replaced with hi-lo beds and 10 of the 56 beds at Fairvern Long-Term Care Home have been replaced with hi-lo beds.
- At The Pines Long-Term Care Home 90% of tables have been replaced with adjustable models to enhance resident access and dining experience and at the Fairvern Long-Term Care Home two adjustable tables being trialed, one in each dining room.
- At The Pines Long-Term Care Home all rooms had new tubs, and a ceiling lift is being trialed.
- At the Fairvern Long-Term Care Home one tub room has been equipped with a ceiling lift.

2024

- 14 of the 56 beds at the at Fairvern Long-Term Care Home have been replaced with hi-lo beds.
- At the Fairvern Long-Term Care Home 25% of tables have been replaced with adjustable models to enhance resident access and dining experience
- At the Fairvern Long-Term Care Home all the tubs were equipped with ceiling lifts.
- At the Fairvern Long-Term Care Home the ramp on the second-floor patio was replaced to allow for safer use by all staff and residents.
- At The Pines Long-Term Care Home, 10 ceiling lifts were purchased and installed resulting in safe resident transfers.

2025

- A review and updated of the District's Accessibility Policy was completed by the Staff Accessibility Working Group (SAWG); edits/updates were presented to the Accessibility Advisory Committee (AAC) and approved at the May 26, 2025, meeting.
- Muskoka Paramedic Services (MPS) continued ongoing efforts to ensure healthcare/primary care services are accessible to vulnerable populations through the Community Paramedicine Program.
- An Accessibility Section was added to the new Procurement Policy, ensuring that the District promotes and incorporates, whenever possible, accessibility considerations in their procurement activities.

Customer Service Standard Successes

2023

- Creating accessible document training sessions were held for staff in Community and Planning Services and Finance and Corporate Services.
- Developed a Diversity Calendar to establish a suite of days of recognition to be adopted by the District and promoted to partner agencies and communities in Muskoka.

- Launched an Inclusion, Diversity, Equity, and Anti-Hate (IDEA) Community Grants Program to help fund and encourage partner agencies and community groups to undertake IDEA initiatives that promote IDEA principles and positively impact residents of Muskoka.
- Held Safer Spaces training (2S-LGBTQ+ cultural competency) sessions in September and November for all District Staff and Councillors.
- Provided Indigenous Awareness Training to all incoming District Councillors.
- Developed a 3-5-year strategic action plan to ensure the District is continually striving toward an inclusive workplace culture that is free from discrimination, is actively anti-racist, welcomes and celebrates diversity and strives for equity in all practices, programs and services, both as an employer and service provider.
- Developed and launched an Inclusive Language Guide for District staff and Councillors.
- Completed a Road and Place Name Audit for all of Muskoka to better understand what roads, places and public assets should be renamed in line with the IDEA principles and the Truth and Reconciliation Commission's 94 Calls to Action.
- Renamed Muskoka Road 38, in partnership with Wahta Mohawks First Nation and the Township of Muskoka Lakes, to better reflect its Indigenous history, as well as the Indigenous culture of the Wahta Mohawk community through which it passes.
- Hired a social worker to improve quality of resident care at The Pines Long-Term Care Home.
- Created web-based family portal to improve communication at the Fairvern Long Term Care Home that is continually updated with important communications to improve communications at the care home.
- Added questions surrounding accessibility and inclusivity in the Pay It Forward and Community Enhancement Grants applications.
- Added information on “How to plan an accessible event” to our internal and external websites, circulated the information to our lower-tier municipalities and shared the information on social media.

2024

- Accessible document training sessions were held throughout the year to onboard new staff.
- The 2023 IDEA Grant Program (detailed in Report 12(2023)-1) funded nine community projects. The 2024 IDEA Grant Program was launched in the spring of 2024 and funding was flowed to 13 organizations across Muskoka.
- Held Safer Spaces training (2S-LGBTQ+ cultural competency) sessions in September and November for those employees who had not completed the training.
- Councillors continued to be invited to professional development opportunities on a range of topics around cultural sensitivity and bystander intervention.
- Staff began working on removing software barriers to allow the use of personal pronouns in email signatures and nametags.

- Developed and launched an Inclusive Language Guide. Launch activities included presentations to all managers, Directors, Senior Leadership Team, Council and an email to all staff. Managers were encouraged to work through the guide with staff at team meetings and have been provided tools and resources. The guide is available on the District's internal website and as a hard copy by request to the Regional Strategic Initiatives team.
- Completed a Road and Place Name Audit for all of Muskoka to better understand what roads, places and public assets should be renamed in line with the IDEA principles and the Truth and Reconciliation Commission's 94 Calls to Action. There were 33 submissions from the public and over 70 road names were highlighted through a staff audit. The results were shared with the Muskoka Area Indigenous Leadership table and a working group has been established to develop a workplan and next steps based on the submissions.
- Renamed Muskoka Road 38, in partnership with Wahta Mohawks First Nation and the Township of Muskoka Lakes, to better reflect its Indigenous history, as well as the Indigenous culture of the Wahta Mohawk community through which it passes.
- Social Worker hired at the Fairvern Long-Term Care Home to improve quality of care for residents.
- The IDEA Advisory Group (IAG) commissioned two public murals to help promote the importance of the IDEA principles, and in particular, to encourage a #HateFreeMuskoka; The Muskoka Community Mural Project: #HateFreeMuskoka.
- The IDEA Advisory Group (IAG) launched diversity, equity and inclusion training aimed at Small Employers with three topics being provided: Safer Spaces (2S-LGBTQ+ awareness), Indigenous Awareness and Bystander Intervention – for a total of 6 free workshops.
- The Pines Long-Term Care home – replaced transition strips through the main entrance to improve the movement of wheelchairs in and out of the building.

2025

- On June 25, 2025, a full day session was held with an on-site trainer for ten (10) staff to learn how to create accessible word documents.
- The Provincial Offences Court continued to review new legislative requirements to ensure inclusivity for persons living with a disability and to ensure services continue to be available.
- As the building portfolio ages and requires renewal, replacement, or housing units experience tenant turnover, staff proactively assess each building's existing accessibility features and identify opportunities for improvement. Wherever feasible, accessibility upgrades are incorporated during these renewal or transition periods to continuously enhance the inclusiveness and accessibility of our portfolio – including affordable housing, administrative facilities, and paramedic stations.
- Staff assess tenant requests for accessibility-related upgrades on a case-by-case basis and implement modifications that enable residents to age in place safely

and independently. All newly constructed affordable housing units are designed to meet or exceed Ontario's accessibility standards. The buildings are future-proofed with features such as pre-installed wall blocking, reinforced door frames for remote door operators, and adaptable layouts. These design provisions allow future accessibility enhancements to be completed more efficiently, with minimal disruption and reduced cost.

- The Idea Advisory Group (IAG) Diversity Calendar was approved by District Council in May 2025 and will help guide IAG community outreach, raise community awareness through aligned initiatives of IAG partners, and support the District in recognizing and celebrating inclusion, diversity, equity and anti-racism (IDEA) throughout the year. The dates included are important for recognition and remembrance in Muskoka and have been chosen with a broad diversity, equity and inclusion lens, while trying to maintain a manageable list of dates. With the IAG Diversity Calendar in place, District Council also approved a new policy on Flag Raisings Requests by Members of the Public and the first flag raising took place on July 2025 in conjunction with Muskoka Pride.
- Indigenous Awareness with Kelly Brownbill training took place virtually on October 8, 2025. New and existing staff who have not had a chance to take this workshop previously had been invited to register. In addition, Council members also had the opportunity to register.
- As outlined in the MAILT Achievements for 2024 and Next Steps for 2025 Report, the road and place name audit has been completed.
- The District celebrated National AccessAbility Week (May 25-31, 2025) in partnership with AAC and SAWG.

  Key highlights:

  - ❖ Community survey issued during National AccessAbility Week to align with the national theme and encourage community members to share feedback and lived experiences to help inform the next Multi-Year Plan.
  - ❖ The District offered online, phone and print survey access to remove participation barriers.
  - ❖ District News release issued in partnership with AAC
  - ❖ Local media coverage helped raise awareness, encourage participation and recognize Accessibility Week.
  - ❖ Staff and Committee members worked together to amplify messages and opportunities for feedback to recognize and celebrate accessibility.

  Media coverage – May-June 2025:

  - Link: Moose FM
  - Link: Hunter's Bay Radio
  - Link: Huntsville Doppler
- With the successful renaming of Muskoka Road 38, Council approved a new project to rename Twelve Mile Bay Road with support from Moose Deer Point First Nation and the Township of Georgian Bay.
- Launched the Hate Stops Here Portal in September 2025.

- The process to update the Community Safety and Wellbeing Plan was initiated in the fourth quarter of 2025.
- Health Link supported clients with navigation services (in-person, by phone and email), often serving as an intermediary between the client and service providers to enhance care coordination and meet unaddressed needs.
- Staff have submitted an application under the 2025 *Enhancing Access to Spaces for Everyone (EASE)* program to further improve accessibility features within the Fairvern Redevelopment Project.
- The Pines:
    - After a test of the emergency evacuation processes for the home, an accessible emergency ramp off the Oak home area was added to assist with safe evacuation, if needed.
    - In August 2025, spa room upgrades were started to improve the shower side of the spa room to make it more accessible and comfortable for residents' bathing experience including ceiling lifts.
    - New Arjo shower chairs were purchased to allow hygiene care and showering with a single transfer.
    - Carpets were replaced on the second-floor common areas and first floor home area to reduce rolling resistance making it easier for wheelchairs to move about.
- Continued to offer Community Transit information, bookings and payments through the Blaise Transit app, The Blaise website, and over the phone.
- At the Port Carling Library three murals were added that demonstrate the beauty of diversity when considered together: diversity of people (gender, abilities, age, race, etc.) as well as diversity of the seasons, times of day, landscapes, flora and perspective.

Information and Communication Standard Successes

2023

- A standardized message has been developed and implemented for all survey and engagement projects issued by the Communications Team. Staff are actively monitoring and testing the effectiveness of our accessibility options across various engagement activities and look to future planned projects to enhance these options. The goal is to establish a mandatory standardized approach for accessibility across all engagement/requests for input/survey, etc. initiatives. This includes continuous enhancement of accessibility measures to ensure inclusivity and equal access for all participants as technology advances and we more clearly understand the considerations of varying abilities.
- A Community Needs Assessment was completed for Seniors' Programs; consultations determined if enhanced/expanded virtual programming is required.
- Continued to provide virtual programming for children in the EarlyON program. Parent workshops continue virtually once per month and families and children are able to join Baby Talk sessions virtually for guest speakers.

- Continued to assist clients with the completion of applications and the purchase of equipment i.e. wheelchairs, walkers. Staff routinely evaluated requests for specialized equipment subject to funding availability. Community Housing accessibility modifications are completed on an ‘as needed’ basis to meet tenants needs.
- Creating accessible document training sessions were held for staff in Community and Planning Services and Finance and Corporate Services.
- Added information on “How to plan an accessible event” to our internal and external websites, circulated the information to our lower-tier municipal partners and shared the information on social media.
- At the Fairvern Long-Term Care Home groundbreaking ceremony, Mobi-mats, (firm roll-out mats for creating portable and safe access walkways over soft sand or uneven surfaces), were used to provide safe access to the event by those in a wheelchair or with mobility challenges. Successfully organized and executed a highly accessible event, setting a new standard for inclusivity in our community. Collaborated with area municipal partners to utilize Mobi-mats and provided a range of accessibility features, including seating, water stations, Mobi-mats, accessible washrooms, and ample space for an accessible bus. The event welcomed and accommodated individuals with mobility challenges, demonstrating our commitment to accessibility and inclusivity.

2024

- Continued to ensure all public-facing documents are accessible and continued to improve all templates/reports.
- Continued webcasting Council and Committee meetings with closed captioning through the District website at the time of the meeting and kept available for 6 months following the meeting.

2025

- Continued to ensure all public-facing documents are accessible and continued to improve all templates/reports.
- Continued webcasting Council and Committee meetings with closed captioning through the District website at the time of the meeting and keep available for six (6) months following the meeting.
- On June 25, 2025, a full day session was held with an on-site trainer for ten (10) staff to learn how to create accessible word documents.
- Seniors Programs and Services provided internet enabled laptops to older adults living in rural areas of Muskoka through its loaner program.
- Children’s and Seniors Services continued to provide virtual appointments with the option to meet in-person at any community office.
- Children’s and Seniors Services continued to provide Translation services for clients where English is not their first language.

- Refurbished and/or new laptops continued to be made available to recipients of Ontario Works to participate in their action plan goals and to provide connection for those living rurally.
- The Ontario Works department moved back to providing in-person appointments with virtual options continuing to be made available if needed. Client programming has also moved back to in-person.
- The Housing and Homelessness Division continued to provide support/funding to multiple agencies and groups (i.e. Muskoka Elder Abuse Prevention, Seniors groups, Seniors clubs, etc.) who have assisted clients with notepad, laptop, and/or cell phone tech in order to stay connected.
- Seniors Program:
    - In October 2025, they launched the WISE Without Walls (WWW) program to offer weekly phone-based programming to older adults who cannot attend in-person sessions for various reasons (i.e. mobility, health limitations).
    - Print based program materials are available in accessible formats to support use by older adults.
- Launched the Hate Stops Here Portal in September 2025.
- The Pines:
    - Addition of TVs throughout the home and utilization of the YoDeck application to support internal communications with residents, family members, visitors, and staff.
    - Project to upgrade the Call Bell (Nursing Call System) system to support resident safety and wellbeing has been initiated in September 2025. The state-of-the-art system will allow future additions to support resident care needs and monitoring to support safety and communication.

Employment Standard Successes

2023

- Held Safer Spaces training (2S-LGBTQ+ cultural competency) sessions in September and November for all District Staff and Councillors.
- Developed a 3-5-year strategic action plan to ensure the District is continually striving toward an inclusive workplace culture that is free from discrimination, is actively anti-racist, welcomes and celebrates diversity and strives for equity in all practices, programs and services, both as an employer and service provider.
- Developed and launched an Inclusive Language Guide for District staff and Councillors.
- Finance and Corporate Service department added accessibility to their monthly team meetings and health and safety talks.
- At The Pines Long-Term Care Home all rooms had new tubs, and a ceiling lift is being trialed.
- At the Fairvern Long-Term Care Home one tub room has been equipped with a ceiling lift.

- Hired a social worker to assist with resident and staff needs at The Pines Long-Term Care Home.
- Created web-based family portal to improve communication at the Fairvern Long Term Care Home that is continually updated with important communications to improve communications at the care home.

2024

- Held Safer Spaces training (2S-LGBTQ+ cultural competency) sessions in September and November for those employees who had not completed the training.
- Staff began working on removing software barriers to allow the use of personal pronouns in email signatures and nametags.
- Developed and launched an Inclusive Language Guide. Launch activities included presentations to all managers, Directors, Senior Leadership Team, Council and an email to all staff. Managers were encouraged to work through the guide with staff at team meetings and have been provided tools and resources. The guide is available on the District's internal website and as a hard copy by request to the Regional Strategic Initiatives team.
- The Human Resources department completed an audit of all District policies to identify any outdated or discriminatory language and are moving forward with making updates, as applicable.

2025

- Children's Services continued to provide virtual professional development sessions for members of the early years and child care sector.
- Continued to assess available accessibility features when purchasing fleet vehicles. In 2025 purchases included increased drivers seat adjustments in vehicles and standardizing reverse cameras for greater visibility in heavy equipment.
- Launched the Hate Stops Here Portal in September 2025.

Accessible Transportation Standard Successes

2023

- Creation of the Virtual Transportation Hub. The Transportation Network Coordinator maintains an inventory of available transportation services and is available to support residents to access appropriate services. In addition, development of new demand-responsive District transit is currently at the procurement phase.
- Launched a new schedule for the Corridor 11 bus route in January 2023 which improved timed connections with Simcoe LINX transit.
- Developed a transit signage strategy.

2024

- Corridor 11 bus was re-routed in the Fall of 2024 to address a gap in Rama First Nation.
- The demand responsive transit technology (Blaise) was included on Corridor 11 in order to provide real-time tracking of the buses' location and facilitate connections.
- New Demand Responsive Transit technology has been implemented allowing for confidential user profiles to be set up for clients in order to eliminate the stigma of presenting a pass or other ticket to the driver. Unique profiles can also be set up in order to address various client situations (i.e. lower or free rates).
- The Demand Responsive Transit Program has been implemented and includes accessible vehicles and unique user profiles which allow riders to book rides based on their individual needs i.e. travelling in a wheelchair or with a walker, with a companion etc. The technology will automatically adjust the pickup and drop off windows to accommodate additional time for onboarding/offloading. Door to door services are also available for non-ambulatory riders. Accessibility training was provided to drivers, in addition to accessible signage and stop announcements.

2025

- Retrofit of existing crosswalks has occurred as the affected roadways are rehabilitated/reconstructed.
- Community Transit to continued operating accessible vehicles with a lift and having audible announcements of stops on vehicles.
- Added a demand-responsive transit service to link those in rural areas to the urban centers allowing access to services and connections with other modes of transportation.

Design of Public Spaces Standard Successes

2023

- Procured a consultant to assess accessibility at waste facilities. Study assessing waste facilities was completed with implementation will take place over several years.
- At The Pines Long-Term Care home, the interlocking brick was replaced in the parking lots to reduce trip hazards.
- At the Fairvern Long-Term Care Home outdoor furniture was purchased for use by residents and families to ensure outdoor areas are user friendly.
- New accessible sidewalk from rear parking lot at McVittie Place to the front.
- Installation of visibility/tactile stair nosing in the District Council Chamber.
- Second gazebo added to the front of The Pines Long-Term Care Home.
- Front door transition strip changed to improve accessibility of wheelchairs and walkers into and out of The Pines Long-Term Care Home.

2024

- At The Pines Long-Term Care Home:
    - Upgraded emergency backup generator which allows the entire building to have full power during outages, improving the safety of residents and the impact of power outages on staff and residents.
    - Purchased all new bedroom furniture for residents to improve accessibility and needs of residents in the home.
    - Purchased additional outdoor furniture and umbrellas to make outdoor spaces more accessible.
    - Replaced paving stones at the front driveway to eliminate trip hazards and improve wheelchair accessibility.

2025

- As building portfolio ages and requires renewal, replacement, or housing units experiences tenant turnover, staff proactively assess each building's existing accessibility features and identify opportunities for improvement. Wherever feasible, accessibility upgrades are incorporated during these renewal or transition periods to continuously enhance the inclusiveness and accessibility of our portfolio - including affordable housing, administrative facilities, and paramedic stations.
- New Pavilion and Docks in Port Carling - renovations enhanced accessibility by adding new ramps and sloped pathways for those with assistive devices. As well, reinforced structural supports will increase safety and durability and will be able to handle increased use. Dark-sky compliant lighting will also be added to the new pavilion and docks, which will focus light away from the sky and only onto where it is needed.
- At The Pines – raised garden beds placed in resident courtyards allow residents in a wheelchair to help plant communal gardens.

Moving Forward: The District Municipality of Muskoka Multi-Year Accessibility Plan 2026-2029

The District is working to create a more inclusive, Age-Friendly and Accessible Community through proactively identifying, preventing and/or removing barriers to accessibility. The community is growing, and the District's Multi-Year Accessibility Plan aims to be responsive to this growth by supporting community development and intensification. The District's diversity will become one of its greatest strengths and the Multi-Year Accessibility Plan will help it break down barriers to participation for all community members.

According to the World Health Organization (WHO), "Disability is part of being human. An estimated 1.3 billion people – about 16% of the global population – currently experience significant disability. This number is increasing due in part to population ageing and an increase in the prevalence of noncommunicable diseases.

Disability results from the interaction between individuals with a health condition, such as cerebral palsy, Down syndrome and depression, with personal and environmental factors including negative attitudes, inaccessible transportation and public buildings, and limited social support.

A person's environment has a huge effect on the experience and extent of disability. Inaccessible environments create barriers that often hinder the full and effective participation of persons with disabilities in society on an equal basis with others. Progress on improving social participation can be made by addressing these barriers and facilitating persons with disabilities in their day to day lives."

Persons living with disabilities frequently encounter barriers including, but not limited to the following:

- **Attitudinal barriers** are the most basic and may contribute to other barriers. Attitudinal barriers are exhibited as personal attitudes, feelings and behaviours and negatively impact how we interact with persons with disabilities.
- **Communication barriers** are experienced by people who have disabilities that impact their hearing, seeing, speaking, reading, writing and understanding. Lack of available communication supports is also considered a barrier.
- **Physical barriers** include the physical design of spaces and places, making it difficult or impossible for persons with disabilities to move or access spaces.
- **Organizational/Systemic barriers** include policies, procedures and programs that may discriminate, exclude or prevent persons with disabilities from fully participating.
- **Social barriers** are related to social determinants of health that can contribute to decreased functioning among older adults and persons with disabilities, including but not limited to; social isolation, unemployment or under-employment, and living in poverty.
- **Technological barriers** include poor technologies or systems that prevent people with disabilities from accessing information.
- **Transportation barriers** are due to a lack of affordable accessible transportation options which interferes with a person's ability to become and remain independent within the community of their choice.

By removing barriers for persons living with disabilities, we are removing barriers for everyone.

Community Consultation – From Crosswalks to Council: Help Build a More Accessible Muskoka

A community survey was promoted on social media, local media and through internal communications with District staff and Accessibility Advisory Committee members.

We Hear What You Said!

We are committed to investigating and or implementing the recommendations that we received from our consultation process. We heard what our community members said, and we will work to better address these accessibility issues. The following list includes some, but not all of the recommendations that we received:

1. **Strengthen Promotion of Seniors' Programs**

    - Boost awareness of seniors' programs and accessible options or features (ramps, etc.).
    - Work with area municipalities to cross-promote seniors programs offered locally.

2. **Improve Education of Existing Accessible Features**

    - Educate the community that all District-controlled pedestrian crosswalks are accessible and how to properly use them.
    - Increase visibility of accessibility features (door openers, elevators, online service tools) so people know they exist.

3. **Review Physical Accessibility Features in Place**

    - Conduct an audit of doorways and power door openers / widths for power wheelchairs, turning radius' etc. for District-owned buildings.
    - Where buildings are leased not owned, advocate with landlords for accessibility improvements (double doors, turning radius, slower door closers).

4. **Explore Use of Universal Symbols of Accessibility**

    - Explore feasibility of adopting recognized accessibility icons and symbols in District communications, websites, and signage to help residents quickly identify accessible features and build trust in District spaces and services.

5. **Enhance Awareness of Accessible Transit Options**

    - Promote District transit and transportation options more frequently and widely to those who may not use them directly, so caregivers, family, and friends can help share information.
    - Showcase accessible transit features i.e., low-floor buses, ramps, audio announcements.

6. Expand Staff Training on Accessibility

- Extend targeted training for staff on accessibility best practices to promote a culture of accessibility as a "core service", not just a compliance requirement:
    - customer service and live phone support;
    - awareness of barriers faced by people using mobility aids;
    - importance of plain language in communications;
    - why accessibility matters; and
    - invisible disabilities in the workplace.

Priorities to be Addressed: 2026 – 2029 Multi-Year Accessibility Plan

Based on the feedback we have received through our consultation process, our priorities for our 2026-2029 Multi-year Accessibility Plan will be to ensure our continued compliance with provincial accessibility regulations, as well as: improving awareness of accessible options, programs, and transit available in the District and promoting a culture of accessibility throughout our departments and community.

Some of the improvements and goals we will work on completing in the period of 2026-2029 are:

General Accessibility Standard Goals

- Review and suggest updates to the Accessibility Policy.
- Review AODA legislation and ensure plans are in place to remain compliant.

Customer Service Standard Goals

- Enhance the celebration and recognition of Accessibility Week in collaboration with Accessibility working groups.
- Continue to provide Accessibility Training – eCourse as part of the New Employee Orientation.
- Continue to review District policies to identify any outdated or discriminatory language and move forward with making updates, as applicable.
- Continue to improve providing online information in multiple accessible formats.
- Continue to provide training to staff on creating accessible documents.
- In the Community Housing department:
    - Continue to improve self-serve options;
    - Continue to address requests for accessibility modifications; and
    - Ensure that all Community Housing redevelopments include a minimum of 10% barrier free units and elevating devices, where feasible.
- In the Affordable Housing department:
    - Ensure buildings include a minimum of 10% enhanced barrier free units;
    - Adopt a universal design for accessibility in all new construction; and
    - Encourage private developers receiving funding through the Muskoka Affordable Housing Initiatives Program (MAHIP) or Federal/Provincial

programs to exceed Ontario's Building Code (OBC) requirements for accessibility.

- In the Homelessness department – seek opportunities to develop spaces for emergency shelter or supportive housing that are barrier free or universally accessible.
- Community Transportation will continue to work towards expanding accessible transportation to the most vulnerable and underserviced areas in Muskoka where service gaps have been identified.
- Assess all licensed centre-based child care programs to identify barriers to participation and provide suggestions and support in removing barriers.
- Leverage the ongoing relationship with the landlord at the District's leased 169 Pine Street, Bracebridge location, to encourage the addition of a visual indicator to the smoke alarm i.e., strobe light.
- EarlyON department will review all registration forms for families to ensure we ask, receive and respond to families that require accessibility accommodations.
- Incorporate icons on signage at waste facilities.
- Community Paramedicine will:
    - Continue supporting unattached and vulnerable populations through wellness clinics in Wahta First Nation and Moose Deer Point First Nation.
    - Continue supporting clinic for unattached patients in Huntsville, providing access to care for those who would otherwise be seen in the emergency department.
    - Provide access to care to shut-ins or unhoused through home visits and remote patient monitoring.
- The Health Link team will continue to support clients across Muskoka with navigating services through home visits, phone calls and coordinating services on their behalf with 3rd party service providers.
- The Pines Long-Term Care Home will install ceiling lifts in all five (5) shower rooms.
- The new Fairvern Long-Term Care Home will install ceiling lifts in every resident room.
- The current Fairvern Long-Term Care Home will:
    - Continue to replace resident beds with hi-lo beds; and
    - Replace dining tables with adjustable models to enhance resident access and dining experience.
- Seniors Programs and Services will continue to refine and expand the weekly WISE Without Walls phone-based program for older adults who cannot attend in person services.
- The Provincial Offence Court will:
    - Continue to improve the security and functionality of the hybrid court platform; and
    - Strengthen security for in-person court proceedings.
- Continue to review buildings and properties to identify and improve on accessibility.
- Continue to complete accommodation upgrades in housing to improve accessibility such as adding grab bars and powered doors to units.

- Continue to review and apply for funding opportunities to enhance and improve accessibility in the District's Building portfolio.

Information and Communication Standard Goals

- Continue to ensure all public-facing documents are accessible.
- Continue webcasting Council and Committee meetings with closed captioning through the District website at the time of the meeting and keep available for six (6) months following the meeting.
- Website design and modernization.
- EarlyON department will review all registration forms for families to ensure we ask, receive and respond to families that require accessibility accommodations.
- Incorporate icons on signage at waste facilities.
- Provide Ebilling and online access to water and sewer utility accounts.
- Simplify the District budget document and presentation and improve accessibility of the budget document.
- Continue supporting residents in remote areas or that have access issues, through education and awareness of emergency preparation. Tools such as #AlertMuskoka allow for emergency notifications to the app, text, or landline phone. A review of these tools will be completed to ensure they are accessible.
- Seniors Programs and Services will ensure print based program materials are available in accessible formats to support use by older adults.
- The Provincial Offence Court with the assistance of the Minister of the Attorney General will seek to implement simultaneous interpretation. The real-time process of conveying a speaker's message from a source language to a target language while the speaker is still speaking, ensuring a continuous flow of communication. This method is effective for live streams, and courtrooms where an uninterrupted, immediate understanding of the spoken word is crucial.

Employment Standard Goals

- Implement new Human Resource Information System (HRIS) which includes accessibility features such as screen reader support, high-contrast and visual accommodations (including options for low vision and support for increased zoom and visibility).
- At the District's 169 Pine Street, Bracebridge location, add a visual indicator to the smoke alarm i.e., strobe light.
- Continue to assess available accessibility features when purchasing fleet vehicles i.e. fleet seating standards (ergonomics), visibility options (i.e. rear cameras) on heavy equipment and increase ease of inspections by adding hatches in hoods to access fluid levels versus lifting the entire hood.

Accessible Transportation Standard Goals

- Work to ensure that the public is aware of the accessibility features available.
- Work to ensure workers are trained to use accessible equipment correctly.

Design of Public Spaces Standard Goals

- Ensure that all Community Housing redevelopment includes a minimum of 10% barrier free units and elevating devices, where feasible.
- In Affordable Housing:
    - Ensure buildings include a minimum of 10% enhanced barrier free units;
    - Adopt universal design for accessibility in all new construction;
    - Encourage private developers receiving funding through MAHIP or Fed/Prov programs to exceed OBC requirements for accessibility; and
    - Continue to support low-income households with accessibility grants through Ontario Renovates.
- Assess all licensed centre-based child care programs to identify barriers to participation and provide suggestions and support in removing barriers.
- At the District's 169 Pine Street, Bracebridge location, add a visual indicator to the smoke alarm i.e., strobe light.
- Incorporate accessible crosswalks capital improvement projects where feasible.
- Include active transportation elements i.e., sidewalks, bike lanes, trails, bike racks, and pedestrian-friendly urban design, where feasible, during capital upgrades.
- Install accessible picnic tables for the Pavillion at the Port Carling Locks.
- Pave around waste receptacles.
- At The Pines Long-Term Care Home, construct a new wheelchair accessible gazebo and garden path.
- At the new Fairvern Long-Term Care Home, entrance doors will be installed with accessible door openers.
- Continue to review buildings and properties to identify and improve on accessibility.

Conclusion and Next Steps

The 2026-2029 District's Multi-Year Accessibility Plan provides an update on activities that were undertaken between 2023 – 2025; in addition to planning for Muskoka's accessible future. The Staff Accessibility Working Group and Accessibility Advisory Committee jointly guided the development of this Multi-Year Accessibility Plan and created a firm vision moving forward to improve the accessibility of all our programs, policies, services and facilities. The District has strengthened its commitment to increased accessibility and will continue to improve and make strides to achieve its accessibility goals.

Get Involved

The next three years will be an exciting time for improvements to the accessibility of the District, where more improvements will be introduced and barriers to accessibility removed.

As improvements are made, solutions will be sought for problems that persons with disabilities living in or visiting Muskoka continue to face and the District wants your help.

Staff have already received some great feedback from the community which has helped develop this document. If you have any experiences or ideas for how we can further enhance the accessibility of the District's programs, services and facilities, please contact us.

For more information please contact:

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- By email to: amy.back@muskoka.on.ca
- Visit the District of Muskoka's Website