



BRACEBRIDGE
The Heart of Muskoka

***2014-2018 MULTI-YEAR ACCESSIBILITY PLAN
Status Update Report***

December 31, 2018

INTRODUCTION

On December 4, 2013 Council ratified Motion 13-PD-027 to approve the Town's first Multi-Year Accessibility Plan 2014-2018. As outlined in the plan, the Town is working towards becoming an accessible organization as required under provincial law including a focus on:

- Policies, processes and practices;
- Communications and awareness;
- Technology;
- Infrastructure; and
- People.

The desired outcomes outlined in the plan were as follows:

1. People with disabilities have access to quality goods and services in a timely manner.
2. People with disabilities have access to information and communications in alternate formats.
3. People with disabilities can participate fully in services and employment with the Town of Bracebridge.
4. People with disabilities experience greater accessibility in municipally owned facilities.

ANNUAL UPDATE – REPORT

As required under the Plan, an annual status update is required. As this has provided formally this report has been prepared to encompass the activities undertaken between 2014 and the fall of 2018 and synchronizes with the end of the previous term of Council. This Report has been structured to follow the outline of the approved Multi-Year Accessibility Plan as follows:

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| Section 1 | Report on Strategy, Outcomes and Approach - 2014-2015 |
| Section 2 | Report on Strategy, Outcomes and Approach - 2016-2018 |
| Section 3 | Accessibility Achievements/Highlights - 2014-2018 |
| Section 4 | AODA Compliance - 2014-2018 |

Section 1: Report on Strategy, Outcomes and Approach - 2014-15

The following are the status updates from 2014 and 2015 as it relates to the goals set out in the plan:

Strategy Approach	Outcomes
Develop purchasing and human resources policies and procedures that include accessibility requirements	Human Resource Policies approved by Council in November 2014. The Town's new draft Procurement Policy (2020) will include requirements for accessibility and will be reviewed by the AAC prior to approval by Council (2020 Business Plan).
Incorporate accessibility into planning processes	The AAC is consulted on all municipal/public space projects as well as during the development of new policies/regulations including the Recreation and Trails Master Plan, Comprehensive Zoning By-law, Municipal Elections, HR Policies, Purchasing Policies, etc.
Remove barriers to employment	Human Resource Policies approved by Council in November 2014. Accommodation is available to support applicants during the recruitment process. The Town is committed to providing accommodation for employees.
Continue to make facilities accessible in accordance with the Design of Public Spaces Standard	Works undertaken at the Sportsplex, Kerr Park, Annie Williams Park, Kirby's Beach Park, Municipal Office, and Woodchester lands have been undertaken with a focus on accessibility.
Improve access to information and communications Ensure documents uploaded onto the municipal website are accessible	The Town's Website was upgraded in 2016 making it about approximately 90% accessible through text enlargement features and being screen reader compatible. Town Staff received training on making documents accessible.
Continue to publish annual accessibility plan status updates to Town Council, outlining specific projects to be undertaken each year	Draft Report Completed and reviewed by AAC in 2015. Report Completed for 2014-2018 This goal was not fully met as an annual report was not produced since 2015.
Continue to identify, remove and prevent barriers to programs and services	Through the Management Team discussions around reducing or preventing barriers are discussed with the respective department implementing plans. Each department reviews service delivery on a regular basis to look for improvements.
Continue to consult the Accessibility Advisory	Plans are presented to the AAC during their meetings for input and suggestions prior to

Strategy Approach	Outcomes
Committee on initiatives concerning accessibility	finalization and implementation.
Focus on training both current and new staff on the Accessibility for Ontarians with Disabilities Act (AODA), the Integrated Accessibility Standards Regulation (IASR).	Through the Human Resources Branch, new hires receive training under the AODA, Ontario Human Rights Code and the IASR/Customer Service Standard.

Section 2: Report on Strategy, Outcomes and Approach - 2016-2018

The following are the status updates from 2016 and 2018 as it relates to the goals set out in the plan:

Strategy Approach	Outcomes
Review corporate policies, procedures and processes to make sure they support accessibility considerations address barriers to accessibility	Ongoing through the Management Team or when policies are reviewed.
Provide accessibility training to staff and volunteers as needed or required under legislation	Ongoing through the respective departments as required.
Manage and respond to public accessibility concerns, working towards resolution	<p>The Town's website includes a Customer Service Feedback Form which is available to all members of staff or the public. When feedback is provided it is sent directly to the Town's Chief Administrative Officer for action.</p> <p>The Town's AAC provides feedback on Town infrastructure and facilities which is directed to the respective Department for review and action.</p>
Work to increase awareness of best practices in the Town workplace	The Town's HR Policy with respect to accessibility for employees was approved and is applicable to all employees.
Continue to publish annual accessibility plan status updates to Town Council, outlining specific projects to be undertaken each year	This goal was not met every year during the life of this plan and therefore will need to be improved in the future.
Continue to identify, remove and prevent barriers to programs and services	Barriers are identified and actions undertaken by respective departments. If outside the Town's programs and services, queries are sent through the Town's AAC.
Ongoing consultation with the Accessibility Advisory Committee	The AAC meets monthly on a regularly scheduled basis. The Town Department heads consult with AAC on a regular basis regarding municipal policies, facilities and services.

Strategy Approach	Outcomes
Strong organizational commitment to accessibility	Town Council through the Planning and Development Committee review the minutes of the AAC meetings and often raise additional questions or concerns about the accessibility of municipal facilities and/or services. During the life of this plan, the Town has undertaken a number of improvements to increase the accessibility of the Town's goods and services.
Implementation of the Design of Public Spaces Regulation (Ontario Regulation 413/12)	As part of any facility/space improvement, Town staff adhere to the regulations and best practices for municipal projects.
Continue to address municipal obligations under the OADA, Customer Service Standard (Regulation 429/07) and the Integrated Accessibility Standard (Regulation 191/11).	The Town's Customer Service Policy was updated in accordance with the new O. Reg.165/16.
In March of each year, an annual report will be sent to Council to update on compliance planning and to highlight specific accessibility initiatives being undertaken annually to identify, remove and prevent barriers.	This goal was not met every year during the life of this plan and therefore will need to be improved in the future.
Following the approval of the Multi Year Accessibility Plan it will be available for review on the Town's website as well as through hard copy upon request. Promotion of the approval of the plan was included in the local paper and through the Town's social media accounts.	The Town's Multi-year Accessibility Plan is available online at Bracebridge.ca. At the time of approval of the plan in 2014, notice was provided through the publishing of the agenda. In the future, the promotion of the plan needs to be enhanced through social media.

Section 3: Accessibility Achievements/Highlights -2014-2018

As a result of the efforts of the AAC working closely with Council and Town Staff there have been significant changes in Town facilities over the life of the 2014-2018 Accessibility Plan. Highlights of those initiatives and achievements are outlined below.

Location/Activities	Achievement	Year Completed
AAC Consultation - 2014 Municipal Election	2014 Municipal Election – Plans reviewed with the AAC early in 2014. Vote-By-Mail is the alternative voting method used in Bracebridge since 1997. It provided an accessible format for persons with disabilities as their secret ballot was cast by mail.	2014

Location/Activities	Achievement	Year Completed
Community/Business	Based on communications from the AAC, CIBC has designated a parking spot in the rear parking area for accessibility. The access from the parking lot to the bank entrance is accessible.	2014
Consultation	The AAC provided input into the Province-wide review of the Customer Service Standards under the AODA.	2014
Education and Training	AAC members and Town Staff attended a Universal Design Forum in Barrie at Georgian College	2014
Municipal Office	Enabling Accessibility Grant announced for the Town Hall Renovations	2014
Promotion	Bracebridge was the host partner for the 2014 Ontario Winter Games that included hosting 4 para sports as part of the games Sledge Hockey, Wheelchair Basketball, Para Alpine Skiing and Wheelchair Curling.	2014
Promotion	The AAC participated in the Healthy Aging Fair at the Bracebridge Sportsplex	2014
Promotion – Parking Spaces	A brochure was created to promote accessible parking spaces in Bracebridge.	2014
Service Delivery - Sidewalks	Public Works undertook a significant project to repair uneven and broken sidewalks as well as to repair interlocking brick work next to sidewalks.	2014
Site Plan Review	The AAC reviewed proposed plans and provided input into the plans to create an accessible entrance at the National Bank located at 102 Manitoba Street.	2014
Transit	Transit Service Planning – Consultation with AAC – budgeting for implementation in 2015 – Planning for a Conventional Transit Service (1 hour loop) plus an alternative door-to-door accessible service for those who can't access bus stops	2014
AAC Consultation	The AAC reviewed the Accessible Election Report prepared by the Director of Corporate Services/Clerk on the actions undertaken for the 2014 Election.	2015
AAC Consultation	The AAC provided input into proposed renovations of the Municipal Office including the interior renovation and the entrance walkway improvements.	2015

Location/Activities	Achievement	Year Completed
AAC Consultation	The AAC provided input into the improvements planned as a result of the 2013 flood. This included the paths linking the various elements of the park including the Visitor Centre/Bird Mill Parking Lot.	2015
AAC Consultation	The AAC provided input in the design of the Three Amigos Dog Park (gates, paths, drainage, and slopes).	2015
Audible Traffic Signals	Queries began with District of Muskoka concerning the plans for the various signalized crossings in the community to have audible signals installed.	2015
Barriers	AAC Reviewed the previously completed barrier reports to determine future projects.	2015
Community/Business	A session was hosted by the Town's AAC to promote the value of making local businesses accessible.	2015
Community/Business	The AAC submitted communications to the local Dollar Tree local store regarding access to the store and payment machines and concerns raised by the AAC.	2015
Community/Business	Reached out to the CIBC and Royal Bank RBC regarding accessibility of their businesses	2015
Community/Business	As a result of concerns from a member of the public, committee reviewed the materials for scooters prepared by the By-law Services Branch and distributed information to retirement facilities.	2015
Community/Business	The AAC conducted an audit of the Bracebridge Fairgrounds Building at the request of the Agricultural Society. A list of barriers were provided along with potential solutions.	2016
Education & Training	Training on Customer Service Standard, IASR Policies and Human Rights Code provided to AAC as part of the new committee orientation.	2015
Kelvin Grove Park/Birds Mill	Works underway in Kelvin Grove Park and Birds Mill Park area because of flooding in 2013. This includes an increased width of the boardwalk in Kelvin Grove Park as well as paved paths that would link docking with other elements in the park. The grade of the pathway joining the parking lot at Bird Mill Mews with the area in front of the visitor centre was also being changed.	2015
Kirby's Beach	AAC conducted audit of Kirby's Beach to determine change needed to be fully accessible.	2015

Location/Activities	Achievement	Year Completed
Kirby's Beach	<p>A list of accessibility deficiencies identified at Kirby's Beach was discussed including: accessibility to the beach/water, washrooms, picnic tables and playground. Costs for proposed improvements together with options for phasing would be developed for 2016 budget. The possibility of a community organization fundraising for the purchase of a Mobi-Mat was identified.</p> <p>A list of upgrades based on priority was developed in a 3-phase project was formalized and forwarded to Public Works staff in December 2015. The Rotary Club of Bracebridge has approved an amount of up to \$10,000 for an accessibility project in their 2016 budget.</p>	2015
Municipal Office	Municipal office accessibility interior renovations substantially completed.	2015
Parks – Future Planning	The AAC reviewed previous barrier reports (2012-2013) to determine the status of each of the parks with respect to accessible features and the level of activity that would be required to fully make the Town's various parks fully accessible. Items such as parking, washrooms, pathways, playground equipment, picnic tables, surfaces, slopes and garbage cans were included.	2015
Promotion	National Access Awareness Week, 2015 activities included a flag-raising at the Municipal Office and Banner on the Silver Bridge	2015
Promotion	AAC was asked about supporting a new award under the Bracebridge Chamber of Commerce's awards that would recognize efforts of a local business to become more accessible.	2015
Promotion	Planning and Development Staff presented details of the Community Improvement Grant and Loan Programs available under the Town's CIP plan for improvements to businesses for accessibility.	2015
Promotion – Recognition Awards	The Town submitted the name of David Morrison as the nominee for the new David C. Onley Awards for leadership in Accessibly by nominating David Morrison for an award for 2016.	2015

Location/Activities	Achievement	Year Completed
Promotion/Networking	AAC members and Town Staff attending the Annual General Meeting of the Independent Living Services at Hawk Ridge Golf Course (Orillia). This included a workshop on accessibility hosted by the Simcoe Muskoka Accessibility Network. Town Staff presented details on the Town's Community Improvement Plan Programs as they relate to assisting businesses/building owners make their buildings and properties more accessible.	2015
Transit	Two members of the Accessibility Committee were appointed to the Transit Working Group	2015
Woodchester	Completed upgrades to the property and building renovations included appropriately sloped sidewalks around the building and the retrofitting of the entrance to the porch to allow the first floor to be accessed. A parking space was also designated close to the building to allow for some accessible parking.	2015
AAC Consultation	The Accessibility Advisory Committee provided input into the new Parks and Trails Master Plan.	2016-2017
AAC Consultation	The Town's new comprehensive zoning by-law outlines the requirements for the size and number of accessible parking spaces required for multi-residential and other non-residential uses in Bracebridge. The by-law will incorporate the standards required through the IASR policies under the AODA.	2016
AAC Consultation	Members of the AAC participated in the focus groups and workshops for the District of Muskoka Master Aging Plan	2016
AAC Consultation - Audible Traffic Signals	The AAC hosted a focus group with individuals with visual impairments and those groups that advocate/provide services for those with visual impairments. Based on this meeting, a prioritized list of intersections for the installation of Audible Signals was developed and forwarded to the District of Muskoka for consideration.	2016
AAC Consultation - Audible Traffic Signals	The AAC provided District and Town Public Works with a prioritized list of intersections for audible signals. <ol style="list-style-type: none"> 1. Intersection at Manitoba Street/Monck Road/McDonald Streets; 2. Intersection at Monck Road/Wellington Street/Highway 118 West; 3. Intersection at Depot Drive; and 4. Intersection at Ecclestone Drive / Beaumont Drive / Wellington Street. 	2016

Location/Activities	Achievement	Year Completed
AAC Consultation - Fire Hall/EMS Station	The Committee reviewed site plan drawings for the new Fire Station / EMS building to be constructed at 225 Taylor Road. Items identified by the committee for review is the addition of a sidewalk from Taylor Road to the building's entrance; accessible parking space ratio; ensuring appropriate curb cuts; inside front entrance, access to accessible washrooms (inside).	2016
AAC Consultation - New Fire Hall	Fire Chief, M. Medley outlining the plans in place for the construction of new Fire Hall for Bracebridge. AAC provided input into the number of accessibility enhancements that will be incorporated into the new design.	2016
Accessibility Planning	Reviewed 2015 Annual Report (Feb 2016)	2016
Audible Signals	The first installation of an audible signals occurred at the intersection of Ann and Manitoba Streets. The AAC participated in setting the volume levels of the indicators of the lights.	2016
Barrier - Annie Williams Park	AAC discussed some challenges for those in wheelchairs getting access to the covered picnic area at Annie Williams Park. It was also asked if there could be a hard pack surface installed to the water's edge.	2016
Education & Training	Staff attended a workshop called, "Promoting a Culture of Accessibility and Inclusion" hosted by the Ontario Municipal Social Services Association.	2016
Education & Training	Through the website training schedule, a number of staff was trained on how to create accessible documents using WORD and Adobe.	2016
Kirby's Beach	The AAC invited media and friends to visit Kirby's Beach to review the accessibility upgrades completed in 2016. This included a photo op with the Committee and some members of Council.	2016
Kirby's Beach	Upgrades completed including retrofitting of two accessible picnic tables, bench for the playground area; pathways to the two new picnic tables; installation of the Mobi-matt; accessible parking signage and the relocation of a garbage receptacle.	2016
Pedestrian Crossings	Accessible pavement strips are being installed at intersections. A raised, tactile surface is being installed at the curbs of all new intersections as well as any existing intersections where there are currently curb cuts and upgrades are planned. The new strips are yellow in colour are made of a durable poly propylene.	2016

Location/Activities	Achievement	Year Completed
Promotion	The AAC participated in the Accessibility Resource Fair on Saturday October 15 th and promoting Bracebridge Transit, and accessibility improvements made to Kirby's Beach Park.	2016
Promotion – Accessibility Award	The Rink Rats were nominated for the David C. Onley Accessibility Award and the Town's Christopher Todd Lang Award for Accessibility	2016
Promotion – Accessibility Award	The Town, through the AAC is sponsoring the first Bracebridge Chamber of Commerce Accessibility Award. Dr. Gupta's Medical Office was the first recipient.	2016
Promotion – Accessibility Awareness Week	In addition to a flag raising and the installation of a banner on the Silver Bridge, the AAC hosted an information session on June 3 at the Sportsplex to recognize Accessibility Awareness Week. Information tables were set up by CNIB, Canadian Hearing Society (CHS), Canadian Mental Health (CMH) and Community Living South Muskoka.	2016
Promotion/Networking	The Simcoe Muskoka Accessibility Network has undertaken a survey to determine the future of this network. Previously 1 or 2 meetings were held per year.	2016
Trails	Trailhead Signage installed on Wilson's Falls to comply with the Design of Public Spaces Standard under the AODA	2016
Transit	A new, fully-accessible bus began providing service to the urban area of Bracebridge in a 1 hour loop. Free ridership was offered for more than one month.	2016
Transit	Bracebridge Mobility transit service launched for those unable to use Bracebridge Transit due to mobility difficulties. The service is a shared-ride service, travelling on door-to-door basis within the Bracebridge Transit Urban Service area.	2016
Website Upgrade	The Town launched a new website with substantial accessibility enhancements. It is anticipated that the new site will be 90% accessible.	2016
Zoning By-law - Parking	The Town's new Comprehensive Zoning By-law Review implemented the new standard for Accessible Parking Spaces as outlined in the AODA.	2016
AAC Consultations	AAC provided input to District Council representative regarding the infrastructure upgrades to Santa's Village Road and the requirement that if a multi-use path is installed that it should be fully accessible.	2017

Location/Activities	Achievement	Year Completed
Community/Business	The Bracebridge Agricultural Society provided an update to the AAC on their actions to make their building more accessible.	2017
Community/Business	Committee identified that many parking areas within the Flats are not easily accessed by those in wheelchairs or other mobility devices. There is no regulatory framework that would retroactively require owners to change the number and location of accessible parking spaces on their properties. AAC considered communicating with owners to see if there was an ability to have them voluntarily updated and Staff is concerned that changes to parking spaces may impact parking requirements under the Zoning By-law. The majority of these properties were developed some time ago and parking spaces would have been constructed to the standards in place at that time.	2017
Consultation - Audible Traffic Signals	The District Municipality of Muskoka consulted with the Town's AAC and Public Works Department on a long range plan for installation of audible traffic signals.	2017
Education & Training	Town Staff attended a webinar on the Design Build Standards under the AODA. This legislation has been in place since January of 2016 and outlines how Accessibility Committees have the right to provide input into projects like recreational trails, on-street accessible parking spaces, outdoor play areas, and public spaces on a go-forward basis. Amenities like sidewalks, stairs, curbs, service counters and outdoor eating areas are also included. If there is new construction or substantial changes to public spaces there is a requirement for accessibility improvements.	2017
Education & Training – Festivals & Events	In conjunction with the Bracebridge Festival Network a workshop entitled, Planning Accessible Events was hosted. In addition to festival organizers in Bracebridge, members of the AAC and staff in Economic Development, BIA and Chamber of Commerce attended.	2017
Education & Training – Town Staff – New Hires	Summer Staff in Corporate Services revamped the New Hire Orientation included training under the AODA and utilizing the Access Forward video series that includes testing and the creation of a certificate of completion.	2017

Location/Activities	Achievement	Year Completed
Future Planning	<p>AAC discussed a number of barriers in the community including:</p> <ul style="list-style-type: none"> • Accessibility ramps during special events in the downtown (specifically Midnight Madness). This is especially important when event equipment (such as performance stage) block the permanent ramp that is at the corner of Manitoba and Taylor Road; • The parking spaces in front of Little Caesars are now blocked by large concrete barriers. This area used to be accessible; • A dedicated accessible parking space should be located near the accessible ramp at the lights at Manitoba and Taylor Road; and • Bracebridge Square could use some accessibility improvements. A dedicated accessible parking space and curb cut near Telus Mobility would provide better access to the plaza shops. 	2017
Future Planning	<p>The AAC identified projects for consideration in 2018:</p> <ul style="list-style-type: none"> • Continuing to work with the District Municipality of Muskoka to expedite the installation of more audible traffic signals in Bracebridge; • Follow-up with Santa's Village about their plans to make accessibility upgrades to their boat; • Create an educational presentation to deliver to various community groups (e.g. Probus, Rotary, etc.) about the various initiatives of the Accessibility Advisory Committee; • Conduct an audit of public sidewalks around town, with assistance from a citizen who uses a wheelchair, to identify areas that need repair or replacement; • Install hard-packed surface to the water at Annie Williams Park; and • Provide local utilities with a list of guy wires around town that pose a problem to visually impaired pedestrians. 	2017
Kirby's Beach	<p>Upgrades to Kirby's Beach for 2017 include the installation of a new universal washroom being constructed the existing washrooms as well as other renovations of the existing washrooms. The water service will be connected to the municipal water system.</p>	2017

Location/Activities	Achievement	Year Completed
Kirby's Beach	It was recommended that better signage be installed at the base of the pathway the washrooms at Kirby's Beach to identify which path accesses the accessible washroom. It was recommended that there be more regular maintenance of the Mobi mat during the summer months as it was overblown with sand.	2017
Kirby's Beach Status / Plans	Future upgrades identified: 1. More accessible parking spaces. 2. More parking in general. 3. Accessibility upgrades to the playground. 4. Extend Mobi-mat further into the water. 5. Install a hard surface path horizontally across the top of the beach to allow those with accessibility issues to access other parts of the park.	2017
Promotion	2017 Access Awareness Week activities included: <ul style="list-style-type: none"> • Flag raising at Town Hall and installation of a banner on the Silver Bridge; • AAC participation with Pet Valu's Walk for Guide Dogs • Participation in the District Accessibility Conference and Seniors' Wellness Fair 	2017
Promotion	The Town's AAC was an "official" team on the 2017 Walk for Guide Dogs hosted by Pet Valu at Kerr Park. Through that initiative, a total of \$700 was raised for the Lions Foundation of Canada.	2017
Promotion	AAC investigating the utilization of a new phone "app" called Access Now. The "app" uses crowdsourced information about accessibility in cities all over the world. Anyone can add the information to a location on Access Now. Users can choose to give a building one of four designations: accessible, partially accessible, patio access only, or not accessible. They can also add descriptions. http://accessnow.me	2017
Promotion – Recognition Awards	A variety of local organizations/individuals will be approached to request letters of support for the nomination of Don and Joyce MacKay. Included were: Lions Club Foundation, Bracebridge Muskoka Lakes Rotary Club, Bracebridge Lions Club, and R. Fudge.	2017
Promotion / Education	Members of the AAC attended the 2017 Accessibility Conference and Seniors Wellness Fair hosted by the District in Gravenhurst. Bracebridge, Gravenhurst and Huntsville AAC's were placed closely together as exhibitors allowing for interaction and collaboration amongst AAC members. Kirby's Beach and Bracebridge transit were promoted.	2017

Location/Activities	Achievement	Year Completed
Promotion/Transit	Members of the AAC members assisting Public Works with public presentations to local community groups regarding Bracebridge Transit.	2017
Service Delivery	Public Works was asked to increase snow removal at the traffic circle sidewalk/crossing at Taylor and Cedar Lane as well as the Manitoba Street/Taylor road ramp to ensure a safe pedestrian crossing.	2017
Service Delivery	As a result of concerns, Public Works monitoring the quality of snow removal at all bus stops to ensure they are accessible.	2017
Three Amigos Dog Park	Three Amigos Dog Park is not accessible due to the ¾" gravel that has been placed just inside the gated entrance. Someone in a wheelchair cannot get past the concrete entranceway. This would be looked at for remedy in 2018. The AAC conducted a site visit with Recreation Staff to look at options for improvement.	2017
Audible Signals	District of Muskoka has finalized a plan for the installation of audible signals. In 2018, two will be installed (Manitoba Street at the theatre and Muskoka Road 118 West at Food Basics/KFC plaza).	2018
Barriers – Guy Wires	AAC reviewed a number of locations where guy wires to utility poles pose a hazard to individuals with sight impairments in Bracebridge. The concerns were communicated to Lakeland, Bell and Hydro One. This includes safe clearance height for walkers as well as cyclists. AAC are monitoring progress/changes.	2018
Barriers – Winter Maintenance	AAC identified that some group postal boxes were not accessible due to snow banks. Canada Post was contacted with a request to monitor access.	2018
Barriers – Winter Maintenance	Public Works is ensuring that the snow removal on the pedestrian ramp at Manitoba Street now is being properly handled.	2018
Barriers – Program Access	The Recreation Department implemented the Leisure Access Program to providing financially accessible recreation programs to residents in the community.	2018
Community/Business	With the help of a CIP grant, Muskoka Natural Food Market and Algonquin Outfitters installed an automatic door opener at their business.	2018

Location/Activities	Achievement	Year Completed
Community/Business	Matt Conklin of Conklin Carpentry met with the AAC and is interested in assisting residents of the community by building an accessibility ramp and new entrance into the home of a resident who is in need. His goal is to start with one installation per year. The AAC will share this information with their various contacts.	2018
Future Planning - Promotion	AAC suggested that we promote the Access Now app. In local paper and social media.	2018
Kirby's Beach	Works for 2018 completed included paving of pathways to the washrooms as well as improvements to the overflow parking lot that included removing some trees, addition of some gravel and concrete curbs to maximize the efficiency of the parking spaces. In addition, the Mobi-mat was extended further in the water and a side path was added.	2018
Kirby's Beach	Public Works increased monitoring and maintenance of the Mobi-mat in 2018.	2018
Kirby's Beach/Accessible Playground	AAC submitted a preliminary proposal to Jumpstart for funding for an accessible playground. Quotes were received from ABC Recreation for a few different layouts which were included in the proposal. The preliminary proposal included a location at Kirby's Beach and a location at Kerr Park because the area at Kirby's Beach for equipment is limited in size and in an effort to maximize grant funding, the alternative location with a larger play area at Kerr Park was submitted. A formal proposal will be required to be submitted to Jumpstart in March 2019. Town Staff in Planning and Development Department and the Recreation Department have been directed to identify a preferred location and submit the application to Jumpstart.	2018
Municipal Election	AAC was consulted on the 2018 Municipal Election Accessibility Plan.	2018
Parking Barriers – Curb Cuts	For 2018, the Committee agreed that they would like to focus on securing curb cuts in the downtown area that are currently missing (e.g. in front of the Royal Bank).	2018
Promotion	AAC continued to review the AccessNow app in an effort to start to populate the mapping with local businesses that are accessible as it could be an excellent way to make the community more welcoming to visitors with accessibility concerns.	2018

Location/Activities	Achievement	Year Completed
Promotion	<p>Access Awareness Week activities included:</p> <ul style="list-style-type: none"> • flag raising and installation of the banner on the Silver Bridge • booth at the Farmers Market promoting Kirby's Beach, Bracebridge Transit/Bracebridge Mobility, demonstration of an audible signal box, and promotion of the Access Now app. • Additionally the group was joined by Corporate Services Staff who were promoting the 2018 municipal election and encouraging people to check to see if they were on the voters list. 	2018
Three Amigos Dog Park	Improvements to Three Amigos Dog Park for accessibility beyond the entrance have been included the 2018 operational works of the Public Works Department.	2018
Three Amigos Dog Park	C. Kelley indicated that Public Works has budgeted for the installation of granular screening to create a pathway over/around the existing drainage gravel at the entrance to the park.	2018
Transit	126 clients are now using the Bracebridge Mobility Service (as of October 9, 2018). AAC members are continuing to assist Public Works staff in promoting the service at community presentations.	2018
Transit	Three accessible transit shelters are planned for installation in 2019. The concrete base pads were installed in 2018.	2018
Transportation - Taxi	The vendor for the Accessible Taxi Licence changed from Bracebridge Taxi to Muskoka Taxi.	2018
Transportation – Transit	Hammond Transportation is now delivering the service for Bracebridge Mobility Transit, taking over from MJM.	2018

Regulation & Compliance Action Plan

The 2014-18 Multi-Year Accessibility plan included an action plan that outlined what would be done to ensure compliance with the implementation of the various standards under the AODA. The status of the Action Plan is shown on the following pages. The table includes the deadline for implementation as required by the AODA Standards and is indicated by a “*”; and, the year the Town complied is indicated with an “X”.

Accessibility Advisory Committee

Action	Required Timeline						Area/Department of Responsibility	Completed
	2013	2014	2015	2016	2017	2018		
Develop a process and protocol for review of Site Plans by AAC		X					Planning & Development	✓
AAC review and provide input into Recreation Master Plan from an Accessibility perspective		X	X				Recreation, Public Works	✓
AAC review and provide input into Active Transportation plan from an Accessibility perspective		X					Public Works, Planning & Development	✓
AAC review and provide input into Municipal Servicing By-law from an Accessibility perspective		X	X				Public Works	Project not yet completed
AAC review and provide input into Site Plan Guidelines (Planning and Public Works) from an Accessibility perspective		X	X				Planning & Development	Project not yet completed
AAC review and provide input into the 2014 Municipal Election process from an Accessibility perspective		X					Corporate Services	✓
AAC review and provide input into the Zoning By-law Review (2014 and/or 2015) from an Accessibility perspective		X	X				Planning & Development	✓
AAC review and provide input into program and development plans for Woodchester Villa building and property		X	X	X	X		Planning & Development	✓
AAC provide input into the design of any new Town facilities – e.g. Fire Hall, Library, etc.		X	X	X	X	X	CAO, Finance, Recreation, Corporate Services	✓

Based on past audits conducted by AAC and by SPH Consulting (Town Hall) develop a plan to reduce barriers in Town-owned parks and facilities		X	X	X	X		Recreation, Public Works	Completed or in progress
Provision of Education and Training for the AAC, Council, Management Team and other staff regarding various aspects of accessibility		X	X	X	X	X	Planning & Development	✓

Integrated Accessibility Standards, Regulation 191/11 – General Requirements

Action	Required Timeline						Area/Department of Responsibility	Completed
	2013	2014	2015	2016	2017	2018		
Establish (update) accessibility policies and a statement of organizational commitment to accessibility	*	X					Management Team, Council	✓
Review and update the Corporate Accessibility Policy as required	*	X					Management Team, Council	✓
Establish, implement and maintain the Accessibility Plan	*	X	X	X	X	X	Management Team, Council, AAC	Ongoing
Report back annually on the status of the Accessibility Plan	* X	X	X	X	X	X	Management Team, Planning and Development, AAC	In process
Establish accessibility criteria for procuring or acquiring goods, services or facilities	*	X	X	X	X	X	CAO/Finance	Policy expected in 2020
Incorporate accessible procurement practices in existing purchasing training	*	X	X	X	X	X	Finance	Policy expected in 2020
Provide training to all staff on the Human Rights Code as it pertains to persons with disabilities (Orientation Training)		* X	X	X	X	X	Corporate Services	✓
Provide training to all Direct Volunteers on the Human		*	X	X	X	X	All Departments that	Implemented on a dept.

Action	Required Timeline						Area/Department of Responsibility	Completed
	2013	2014	2015	2016	2017	2018		
Rights Code as it pertains to persons with disabilities		X					utilize volunteers	basis
Providing training to all other persons (service providers) who provide goods, services or facilities on behalf to the organization on the Human Rights Code as it pertains to persons with disabilities		*	X	X	X	X	All applicable Departments	Implemented on a dept. basis

Communications

Action	Required Timeline						Area/Department of Responsibility	Completed
	2013	2014	2015	2016	2017	2018		
Provide emergency procedures, plans or public safety information in an accessible format or with appropriate communication support to the public, upon request, as soon as practicable		* X	X	X	X	X	Fire Department	✓
Notify the public about the availability of accessible formats and communication supports		* X	X	X	X	X	Corporate Services	✓
Provide upon request accessible formats and communication supports		* X	X	X	X	X	All Departments	✓
Achieve compliance with the Web Content Accessibility Guidelines (WCAG) to ensure that websites and web content are accessible to people with disabilities.		* X	X	X	X	X	Planning & Development, Corporate Services	✓
Train staff on the creation of accessible documents		* X	X	X	X	X	Corporate Services	✓

Action	Required Timeline						Area/Department of Responsibility	Completed
	2013	2014	2015	2016	2017	2018		
All documents posted on the web January 1, 2012 and beyond are made accessible by January 1, 2014		* X	X	X	X	X	Planning & Development, Corporate Services	In process

Human Resources

Action	Required Timeline						Area/Department of Responsibility	Completed
	2013	2014	2015	2016	2017	2018		
Review policies and practices with respect to recruitment, hiring and interviewing as per the requirements under the employment standards		* X	X	X	X	X	Corporate Services	✓
Notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes		* X	X	X	X	X	Corporate Services	✓
When making offers of employment, notify successful applicants of policies for accommodating employees with disabilities		* X	X	X	X	X	Corporate Services	✓
Inform all current and new employees of policies used to support employees with disabilities		* X	X	X	X	X	Corporate Services	✓
Provide or arrange for the provision of accessible formats and communication supports for employees		* X	X	X	X	X	Corporate Services	✓
Provide individualized workplace emergency response information to employees who have a disability		* X	X	X	X	X	Corporate Services	✓

Action	Required Timeline						Area/Department of Responsibility	Completed
	2013	2014	2015	2016	2017	2018		
Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities		*					Corporate Services	✓
Develop and have in place a return to work process and plan for employees who have been absent from work due to a disability		*					Corporate Services	✓

Design of Public Spaces

Action	Required Timeline						Area/Department of Responsibility	Completed
	2013	2014	2015	2016	2017	2018		
Requirements for the Design of Public Spaces to include: <ul style="list-style-type: none"> • Recreational Trails and Beach Access Routes • Outdoor Public-Use Eating Areas • Outdoor Play Spaces • Exterior Paths of Travel (e.g. sidewalks, ramps, stairs, curb ramps) • Accessible parking (on and off-street) • Obtaining Services (e.g. services counters, waiting areas) • Maintenance (of accessibility-related equipment and features in public spaces) 		X	X	*	X	X	Public Works, Recreation, Planning & Development, Corporate Services	Staff Trained and are aware of the requirements and are implementing the standards. ✓