



**LAKE
OF BAYS**
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Accessibility Plan

The Township of Lake of Bays' Multi-Year Accessibility Plan 2018-2023

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1. Introduction

Purpose

The purpose of the [Ontarians with Disabilities Act, 2001 \(ODA\)](#) is to improve access and opportunities for people with disabilities. The act provides for their involvement in identifying, removing, and preventing barriers so they can fully take part in the life of the province. In Ontario, one in seven people have a disability. That is 15% (1.85 million) of Ontario's population, and over the next two (2) decades, this number will continue to rise.

For this reason, the Township of Lake of Bays strives to be a complete community with opportunities for all residents and visitors. People with disabilities are active participants within Lake of Bays who equally contribute to the local economy and access local goods and services. It is vital for municipal services and facilities to be accessible and welcoming to all.

The [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#), lays out the framework for the development of province wide mandatory standards on accessibility in all areas of daily life. To achieve the purpose of the AODA, Accessibility Standards were developed and implemented by Regulation and applied to five (5) important areas being; Customer Service (Ontario Regulation 429/07, Accessibility Standards for Customer Service, now included in Ontario Regulation 191/11, Integrated Accessibility Standards), Employment, Information & Communications, Transportation and Built Environment, (Ontario Regulation 191/11, Integrated Accessibility Standards).

For the purposes of [Ontario Regulation 191/11 \(Integrated Accessibility Standards\)](#), the Township of Lake of Bays is described as a large designated public sector organization. A designated public sector organization means every municipality, a large designated public sector organization means a designated public sector organization with 50 or more employees, and an obligated organization means the Government of Ontario, the Legislative Assembly, a designated public sector organization, a large organization, and a small organization to which the standards in Ontario Regulation 191/11 apply.

Municipal Accessibility Plans

Multi-Year Accessibility Plans

Designated public sector organizations shall prepare an annual status report on the progress of measures taken to implement the strategy, including steps taken to comply with the Regulation, post the status report on their website, and provide the annual report in an accessible format upon request.

The Township of Lake of Bays Multi-Year Accessibility Plan provides the opportunity to establish an implementation framework for future priority initiatives. Regular monitoring is necessary to ensure that relevant initiatives are included in the Plan and that progress is identified and as a result this Multi-Year Accessibility Plan will be supplemented by the annual status report.

2. Definitions

Accessibility Standard: Means an accessibility standard made by regulation under section 6 of the AODA.

Accessible Formats: May include, but are not limited to, large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

Barrier: As defined in the Accessibility for Ontarians with Disabilities Act (AODA), a barrier means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Communication Supports: May include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Designated Public Sector Organization: For the purposes of the Accessibility Standards for Customer Service, the Legislative Assembly and the offices of persons appointed on the address of the Assembly, every ministry of the Government of Ontario, every municipality and every person or organization listed in Schedule 1 or described in Schedule 2 to Ontario Regulation 429/07.

Designated Public Sector Organization: For the purposes of the Integrated Accessibility Standards, every municipality and every person or organization listed in Column 1 of Table 1 of Ontario Regulation 146/10 (Public Bodies and Commission Public Bodies — Definitions) made under the Public Service of Ontario Act, 2006 or described in Schedule 1 to Ontario Regulation 191/11.

Disability: Includes any one of the following:

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) A condition of mental impairment or a developmental disability,
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) A mental disorder, or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Information: Data, facts, and knowledge that exists in any format including text, audio, digital or images, that convey meaning.

Large Designated Public Sector Organization: Means a designated public sector organization with 50 or more employees.

Large Organization: Means an obligated organization with 50 or more employees in Ontario, other than the Government of Ontario, the Legislative Assembly, or a designated public sector organization.

Obligated Organization: Means the Government of Ontario, the Legislative Assembly, a designated public sector organization, a large organization, and a small organization to which the standards in this Regulation apply.

Organization: Means any organization in the public or private sector and includes:

- a) The Government of Ontario and any board, commission, authority, or other agency of the Government of Ontario,
- b) Any agency, board, commission, authority, corporation, or other entity established under an Act,
- c) A municipality, an association, a partnership, and a trade union, or
- d) Any other prescribed type of entity.

Provider of Goods or Services: A person or organization to whom Ontario Regulation 429/07 applies.

3. Key Contact

This plan has been prepared for the Township of Lake of Bays.

Township of Lake of Bays

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Public input on this plan may be submitted to the Township of Lake of Bays at the address above.

4. Accessibility Standards

The Accessibility for Ontarians with Disabilities Act (AODA)

The AODA was passed on June 13, 2005. The Act makes Ontario the first jurisdiction in Canada to create comprehensive accessibility standards in all areas of daily life and calls on all (business community, public sector, the not-for-profit sector and people with disabilities or their representatives) to develop, implement and enforce mandatory accessibility standards.

These standards apply to businesses, public sector organizations (hospitals, schools, community colleges, universities, public transportation organizations), municipalities and the provincial government. They address the full range of disabilities, including physical, visual, mental health, developmental and learning.

Through the AODA, working committees were established with the mandate of developing standards in specific areas including:

- Accessible Customer Service;
- Accessible Transportation;
- Information and Communications;
- Built Environment, and
- Employment.

Accessible Customer Service Standard

The Accessible Customer Service Standard became law on January 1, 2008. To comply with the legislation, a comprehensive Accessible Customer Service Policy was developed and trained to all municipal staff, volunteers, and other applicable community members. To ensure continued compliance, the program was evaluated and modified in 2013. The program will continue to be re-distributed to all staff, volunteers and applicable community members as required.

Integrated Accessibility Standards Regulation (IASR)

On July 1, 2011, the Integrated Accessibility Standards Regulation 191/11 became law. The purpose of the integration was to align five (5) standards in the areas of:

- Information and Communication
- Employment
- Transportation
- Design of Public Spaces
- Customer Service

A comprehensive Integrated Accessibility Standards Policy was developed to identify the Township's commitment to accessibility and compliance with the Act and associated standards.

Accessible Transportation

The Transportation Standard has many implications for the transportation industry including air, buses, and trains. Regarding the Township of Lake of Bays' compliance, the Township is required to follow the duties of licensing taxicabs. The Township ensures that the owners and operators are in compliance with the legislation through the licensing program.

Information and Communication Standard

The Information and Communication Standard has many implications for the Township. The Township is required to have in place policies, procedures, and a statement of commitment towards providing accessible information and communications. The policy includes:

- How the Township of Lake of Bays addresses requests for information in alternate formats;
- How the Township addresses requests for communication supports and services;
- How the Township's procurement policies address accessibility; and
- The criteria used to determine what information and communications will be made available in plain language.

Other features of the standard include training, emergency, and public safety information (evacuation procedures and incidents that threaten life, property, operations or the environment and related procedures), technical requirements (including websites), and priority areas (health, education, libraries, legal, financial, elections and voting).

Employment Standard

The goal of the Employment Standard is to ensure employers create equal employment opportunities for people with disabilities. Features of this standard include the requirement for accessible employment policies and training, recruitment, assessment, selection and hiring requirements, retention requirements, and indicators of progress.

Built Environment Standard

Ontario Regulation 413/12 was made on December 12, 2012, to include the Design of Public Spaces Standards (Accessibility Standards for the Built Environment) as part of the Integrated Accessibility Standards. The standards for public spaces will only apply to new construction and planned redevelopment.

The Built Environment Standard impacts public spaces with the following characteristics:

- Recreational trails
- Outdoor public-use eating areas
- Outdoor play spaces
- Exterior paths of travel
- Accessible parking
- Obtaining services, and Maintenance

The standard includes technical requirements such as surface and widths of public trails, slope of ramps, number of accessible parking spaces per lot, signage, and number of accessible service booths. Exceptions were also noted in several categories including facilities of

heritage, cultural and natural significance.

Accessibility requirements for barrier-free access in buildings will occur on January 1, 2020, by Ontario Regulation 88/19; an update to the Ontario's Building Code, which governs new construction and renovations in buildings.

Service Disruption – Notice

It is possible that from time to time there will be disruptions in service, such as an entrance way that is under repair, renovations that limit access to an area, or technology that is temporarily unavailable. If a disruption in service is planned, and expected, it is important to provide reasonable notice.

Procedures for when disruptions occur that will impact the accessibility of goods, services or facilities provided by the Township will include notice being given to the public indicating:

- 1) description of the service disruption
- 2) reason for the disruption
- 3) anticipated duration of the disruption
- 4) alternate routes, facilities, or services if any that are available
- 5) contact information

Notice will be given by posting the information at public entrance points, the Township's website, social media platforms, local paper, and radio (if deemed necessary), or by such other methods as deemed necessary and reasonable.

Unexpected Disruption in Service – Notice

In the event of an unexpected disruption in service, notice may be provided in a variety of ways and will be done as quickly as possible.

In the event of a service disruption, alternative methods of service may be considered and those impacted by service interruption shall be informed of any alternative methods.

Emergency Situations

In an emergency, as deemed by the CAO, and if it affects accessibility services the CAO may undertake procurement in excess of the preauthorized expenditure limits herein up to a maximum of \$250,000 as per Township policy AD-5.2 Procurement.

5. Identifying Barriers

This section of the Plan is dedicated to the identification of barriers within municipal facilities and access to all municipal goods and services.

Barrier Identification Process

Barrier identification is through any process of methodology used to determine what barriers exist and where the barriers are found. Examples of a barrier identification process include review of documents and publications, conducting public meetings, surveys and/or audits, the use of customer feedback forms and other mechanisms.

Types of Disabilities

Barriers exist as a result of various forms of disability. In developing this Plan, the Township has considered the functional limitations associated with several different kinds of disabilities and the effects of these limitations on an individual's ability to perform everyday tasks:

- Physical Impairment
- Hearing Loss
- Speech Loss
- Vision Loss
- Deaf-blind
- Smell
- Taste Limitation
- Touch
- Intellectual
- Mental Health
- Learning
- Other – resulting from accidents, illnesses, and diseases

Types of Barriers

AODA defines a barrier as: “a circumstance or obstacle that keeps people apart. For people with disabilities, barriers can take many forms including attitudinal, communication, physical, policy, programmatic, social, and transportation”.

Some barriers and an example illustrating that barrier follow: (Prepared by Jennifer Miller for AMCTO, 2007)

Architectural Barriers:

- Includes building design, shape and dimensions of rooms, width of doorways, stairways, inaccessible bathrooms.

Attitudinal Barriers:

- Inaccurate beliefs or perceptions about a person's ability;
- Someone who is abrupt, insensitive, impatient and uncomfortable with people slowed by a physical, language or developmental disability;
- Receiving Workplace Safety and Insurance Board (WSIB) (formerly known as WCB) is to be considered a disability.

Communication Barriers:

- The process of providing or sending, or receiving information such as difficulties receiving information in person or by telephone;
- Someone who speaks too quickly or is unclear;
- Use of language that is not understandable such as the use of complex words or jargon.

Information Barriers:

- Information is not available in an accessible format – large print, audio video, plain language, Braille, closed captioned video or computer diskette;
- Inadequate or incomprehensible signage – font, size, colour, location, or faded.

Physical Barriers:

- Additions to an interior or exterior environment such as doors, windows, furniture, planters, hardware, recreational or playground equipment, lighting, signage, use of colour, materials, etc.

Systemic Barriers:

- Occur when practices or policies restrict participation – often done unintentionally;
- Needing to fill out a (complex) form to get a service & not being able to because of a disability.

Technological Barriers:

- When a technology cannot be modified to support various assistive devices;
- Lack of visual alarms;
- Lack of teletype (TTY) machines;
- Website is not accessible – no colour contrast or large print options, screen reader, cluttered appearance, difficult to navigate.

6. Plan Consultation

With a population of 3,167, the Township is not required to have an accessibility advisory committee. A working group has been formed for the purpose of reviewing accessibility legislation, ensuring compliance, as well as developing and maintaining policies and the multi-year accessibility plan. Comments from the public were originally sought through newspaper advertising. Currently, public input is sought through notice on the Municipal website and the Township Office.

Accessibility Plan Working Group

Founded in 2009, the working group for the accessibility plan is comprised of various Township management team and support staff members (Corporate Services, Building and By-law Services, Human Resources, Public Works, and Libraries). The team will review the plan on an ongoing basis and collaborate on updates annually. Comments and suggestions from the public are encouraged.

7. Policies

[HR-9.1 Accessibility Standards for Customer Service](#)

[HR-9.2 Accessibility Working Group Terms of Reference](#)

[HR-9.3 Statement of Organizational Commitment](#)

[HR-9.4 Integrated Accessibility Standards Policy](#)

[HR-9.7 Accessible Formats and Communication Supports](#)

8. 2012-2020: The Township of Lake of Bays Accessibility Successes

The 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 with disabilities.

Extensive work has been carried out to ensure that the Township is in compliance with the AODA's General Requirements and each of the five (5) standards outlined in the Integrated Accessibility Standards Regulation (IASR). The Township met all its accessibility compliance targets from 2014 through 2020, with work occurring steadily to meet subsequent accessibility compliance requirements by or in advance of our compliance deadlines.

General Requirement Successes

- (2018) Completion of original Multi-Year Accessibility Plan.
- (2018) Policy approved and circulated to staff wherein the Township will consider accessibility standards in design, purchase, and procurement of self-serve kiosks should the Township ever acquire any.
- (2018) Policy approved and circulated to staff wherein the Statement of Organizational Commitment includes accessibility considerations in procuring or acquiring goods, services, or facilities.
- (2020) The Accessibility Standards Policy was approved and circulated to staff which provides direction on how the Township will commit to and realize accessibility broadly.
- (2020) The Multi-Year Accessibility Plan was completed. The plan is reviewed and updated annually in consultation with persons with disabilities, and it is made available in accessible formats when requested.

Customer Service Standard Successes

- (2010) Initial implementation of the Customer Service Standard Policy providing goods and services to people with disabilities.
- (2018) Update of Customer Service Standard Policy providing goods and services to people with disabilities completed.
- (2020) The Customer Service Standard Policy on providing goods and services to people with disabilities was updated with the new Township logo and is now fully accessible on the Township's website.

Information and Communication Standard Successes

- (2011) Assistive hearing devices were made available to members of the public in Council Chambers.
- (2017) The Emergency Response Plan was made available on the Township's website

in accessible formats and with communication supports.

- (2018) The Township updated its website to meet WCAG 2.0 Level AA Accessibility Standards.
- (2018) The process for the public to provide feedback on accessibility was made available on the Township website and as part of our customer service approach.
- (2017) Public notifications began to be broadcast over social media platforms.
- (2019) The Township purchased 'Bang The Table' software to allow residents and visitors to provide their input through an online portal for current Township projects.
- (2020) The Corporate Commitment Statement was successfully incorporated in Township policy HR-9.3 Statement of Organization Commitment and HR-9.4 Integrated Accessibility Standards.
- (2020) The Council Chamber audio system was upgraded. All Township Council meetings include the use of microphones for all speakers and the use of PowerPoint presentations for visual aid.
- (2020) Webcasting equipment has been installed in the Council Chamber.
- (2020) Created a new Committee/Council report template to meet accessibility standards.
- (2021) Obtained a software that scans the Township website and content to ensure accessibility compliance (Siteimprove).
- (2021) Obtained services from Voyent-Alert!, a multi-purpose communication service and emergency alerting app that is designed to provide alerts for critical emergencies.
- (2021) The Accessible Formats and Communication Supports Policy HR-9.7 was approved and was circulated to all employees.
- (2021) Closed Captioning is now available for streamed Council meetings via Facebook Live.

Employment Standard Successes

- (2018) Wording was added to the Township website under Employment on 'How to Apply' and to advise potential candidates that accommodation is available at any point in the recruitment process.
- (2020) The Accommodation Policy HR-9.5 was approved and circulated to staff wherein barriers of any kind are removed to provide accommodation for all employees.
- (2020) Policy approved and circulated to staff wherein an Individual Workplace Emergency Response Plan is made available if requested.
- (2020) Policy approved and circulated to staff wherein individual accommodation plans can be provided and the process recorded.
- (2020) Policy approved and circulated to staff wherein the Township provides necessary accommodation during the process of recruitment. The policy highlights advertising, interviewing, assessment, communication, and training accommodation.
- (2020) All new staff receive accessibility customer service training through the Ontario Human Rights Commission.

Accessible Transportation Standard Successes

- The Township does not have public transportation and transit providers and therefore does not meet the criteria for this standard.

Design of Public Spaces Standard Successes

- Design of Public Space:
 - (2010) Commitment to incorporate AODA standards when building new public spaces or making planned significant renovations.
 - (2016) Dwight Public Works building upgraded and made completely accessible.
 - (2016) Wheelchair accessible washroom sinks added to the four main bathrooms at the Lake of Bays Community Centre in Baysville.
 - (2018) New public washrooms in Dwight fully compliant with accessibility standards including ramps and automatic doors.
 - (2018) Dwight Municipal Office extension built to fully comply with accessibility standards.
 - (2019) New washroom stalls in the Dwight Community Centre built to appropriate size and made of stainless-steel to meet modern standards.
 - (2019) Baysville Public Works building upgraded and made completely accessible.
 - (2019) Dimmable LED lighting for offices, cubicles, and meeting spaces installed.
 - (2020) Dwight Bay washroom access surface hardened and leveled for better access.
 - (2021) 2 Accessible portable toilets were purchased. One was placed at Hillside Beach and the other was placed at the South Portage boat launch/parkette.
- Service Counters:
 - (2010) Commitment to comply to AODA for all new builds and renovations.
- Maintenance Planning:
 - (2018) Accessible ramp for Dwight dock extension completed.
- Accessible off-street and on-street parking spaces:
 - (2019) Additional accessible parking spot added at the Dwight Municipal Office
- Exterior paths of travel:
 - (2015) Incorporation of sidewalk crossing indentations for the visually impaired in Baysville.
 - (2020) Enlarged emergency service accessibility in front of Dwight Library with improvements to demarcation label clarity.

9. Moving Forward: The Township of Lake of Bays Multi-Year Accessibility Plan 2021-2023

The Township 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 Township's Multi-Year Accessibility Plan aims to be responsive to this growth by supporting community development and intensification. The Township'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), people with disabilities experience more significant barriers to participation: barriers that are physical – as in the design of public spaces, technological – as in absence of assistive devices, and attitudinal in the form of prejudice or negative attitudes towards disability.

Persons 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 with disabilities, we are removing barriers for everyone.

10. Priorities to be Addressed: 2021-2023 Multi-Year Accessibility Plan

General Requirement Goals

- Ensure accessibility requirements are met on all Township forms.
- Review AODA legislation and ensure plans are in place to remain compliant.

Customer Service Standard Goals

- Continue to update marketing materials in accessible formats.
- Explore assistive technologies that will make municipal programs and services more accessible to people with a variety of disabilities.

Information and Communication Standard Goals

- (Planned for 2021) Township staff to be trained on how to convert and create documents in an accessible format in Adobe PDF and Microsoft Word.
- (Ongoing) Ensure that documents and content posted online are in accessible formats.
- (Ongoing) Determine steps to move forward with the historical documents on the Township website that may not be accessible.
- (Ongoing) Notify the public about the availability of accessible formats and provide accessible formats, upon request.

- (Ongoing) Provide emergency information in alternative formats, upon request.
- (Post COVID-19 Pandemic) Continue to webcast Council meetings held in the Council Chamber and consider closed captioning.
- (Ongoing) Continue training for the Township Communications Staff on accessible tools, guidelines, and AODA requirements.

Employment Standard Goals

- The Township will continue to regularly review its employment policies and practices to ensure applicants and employees with disabilities receive the supports needed.
- Creation of a Return-to-Work and Performance Management/Professional Development and Redeployment policies.

Accessible Transportation Standard Goals

- The Township does not have public transportation and transit providers and therefore does not meet the criteria for this standard.

Design of Public Spaces Standard Goals

- (Planned completion 2021) Zoning By-Law to be amended in order to regulate number of accessible parking spots throughout the Township.
- (Planned completion 2022)
 - Purchase 2-3 additional accessible portable toilets.
 - Install an automatic public access door for the Dwight Community Centre.
 - Install new accessible toilets (24" in height) at the Dwight Community Centre.
 - Install a ramp at the Tourism Booth at the Municipal Office.
- (Planned for 2023)
 - Dependent on grant opportunities – possible proposal for a Mobi mat at Dwight Beach.
 - Paved pathway to the gazebo at the Municipal Office as a meeting area for staff and the public.
- Continue efforts to review buildings and properties to identify and improve accessibility.

Conclusion

The Township of Lake of Bays recognizes that further steps need to be taken to become a barrier-free community. The Multi-Year Accessibility Plan reflects our commitment to engage in initiatives that will work towards creating a township free of physical, attitudinal, and social barriers by the year 2024.

The Township's previous iteration of its Multi-Year Accessibility Plan set the stage for the successful and sustainable implementation of the AODA Integrated Accessibility Standard Regulation (IASR). With nearly 40 provisions of the AODA and IASR put into practice throughout 2010-2020, the Township has established a strong foundation on which it will continuously improve its programs, services, and facilities for people with disabilities.

Accessibility legislation continues to provide municipalities across the province with guidelines for improving access for persons with disabilities. The Township of Lake of Bays will continue to identify, address, and remove barriers, ensuring access to those living in our community.