



Accessibility

Accessibility standards have been created as part of the Accessibility for Ontarians with Disabilities Act. These standards are rules that businesses and organizations in Ontario need to follow to identify, remove, and prevent barriers so that people with disabilities have more opportunities to participate in everyday life.

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

The [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#) was enacted into law by the provincial government in June 2005. The goal of the AODA is to create provincial accessibility standards and to obtain universal accessibility by 2025.

The AODA applies to the public, private, and not-for-profit sectors. This means businesses and organizations with more than one employee are required to comply with accessibility standards in five areas, including:

- Customer service
- Transportation
- Information and communication
- Built environment
- Employment

The [Accessibility Standards for Customer Service](#) (O. Reg. 429/07 under the AODA) came into force on January 1, 2008. This means that businesses and organizations are legally required to make their customer service operations accessible to persons with disabilities by 2012.

On July 1, 2011, the [Integrated Accessibility Standards](#) (O. Reg. 191/11 under the AODA) were enacted into law. This regulation includes the accessibility standards for information and communications, employment, transportation, and the design of public spaces.

Access Dufferin (Accessibility Committee)

The council of every municipality having a population of more than 10,000 people is required to establish an accessibility advisory committee, made up of members of the public. Access Dufferin advises council about the requirements and implementation of accessible standards. Minutes and Agendas can be found on the County of Dufferin website.

Policies

Dufferin County's [Multi-Year Access Plan 2017 - 2021](#) outlines the County's and the municipality's commitment to reducing or removing barriers for people with disabilities throughout our corporation.

The Township of Mulmur has the following accessibility policies:

- [Accessibility Compliance Policy/Integrated Accessibility Standards – General Requirements, Information and Communications and Customer Service.](#)
- [Integrated Accessibility Standards - Design of Public Space](#)

Accessible Information

If you require information in an alternate format, please contact us at 705-466-3341 x 223. We will work with you to understand your specific accessibility needs and to provide you with the information within a reasonable time frame.

Accessibility Concern? Make a Barrier Report

Let us know if you have experienced a barrier at any of our service locations such as:

- Buildings or areas not adequately accessible to users of mobility aids
- Outdoor hazards such as blocked or damaged sidewalks or parking lots, overgrown shrubs, inadequate snow or ice removal, etc
- Indoor hazards such as tripping hazards, inadequate lighting, inadequate alarm systems, rooms or areas inaccessible to users of mobility aids, etc
- Communication barriers involving service provision or customer service

You can call us at 705-466-3341 x 223.

Service Disruptions

The Township of Mulmur is committed to provide Notice of Temporary Service Disruption when facilities, services or access to services are temporarily unavailable.

For planned disruptions, notice will be provided within a reasonable time in advance. For unplanned disruptions, notice will be provided as soon as possible.