



# MULTI-YEAR ACCESSIBILITY PLAN

2026 - 2030

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It's in our nature.  
Live. Work. Grow.



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# INTRODUCTION

The Integrated Accessibility Standards Ontario Regulation 191/11 under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) requires the Township to develop and implement a multi-year accessibility plan, reviewing it at least once every five years. The AODA Standards form part of the Integrated Accessibility Standards Regulation (IASR). An accessibility plan outlines what steps the Township will take to prevent and remove barriers to accessibility. The Township of Mulmur established its first Multi-Year Accessibility Plan in 2011.

## Statement of Commitment

The Township of Mulmur is committed to establishing an inclusive environment that is open and accessible for residents of all abilities. Mulmur will become a place where people of all ages, abilities and backgrounds are welcome and can participate.

Achieving a completely barrier-free environment necessitates coordinated efforts and resources. In alignment with our Strategic Plan vision to become a place where we can live, work and grow together, the Township has developed the 2026-2030 Multi-Year Accessibility Plan. This plan builds upon the successes of earlier initiatives and reinforces our vision.



## MISSION

Mulmur is dedicated to sustaining, connecting and supporting our community to create a place where we can live, work and grow while preserving our rural character. We provide a wide range of quality services in a fiscally responsible manner so that future generations will prosper.

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## VISION

It's in our nature to be a Garden Township, where we can live, work and grow together.



### **It's in our Nature: Live**

We commit to providing a balanced community and providing quality services. We will encourage increased community building and respectful social interactions to enrich the lives of Mulmur residents. We will provide a range of communications and facilities to promote play, growth, connection, active living and recognize the changing demographics of Mulmur.

### **It's in our Nature: Work**

We commit to fostering a prosperous local economy that serves Mulmur's community and provides for local employment. We will proactively attract new investment opportunities, and work with Mulmur businesses, industries and institutions to retain, expand and enable local opportunities.

### **It's in our Nature: Grow**

We commit to developing a framework to shape our Township in a manner that protects our agriculture, natural resources and our rural character. We will embrace technology, support energy conservation, climate change mitigation and assess environmental impacts in our decision-making process to grow the Township in a sustainable manner.

# ACCESSIBILITY ADVISORY COMMITTEE

Under the Accessibility for Ontarians with Disabilities Act (AODA), municipalities with a population of over 10,000 are required to establish an Accessibility Advisory Committee. According to the 2021 Canadian Census, the Township of Mulmur has a population of 3,571, and therefore is not required to form a statutory committee.

Recognizing the importance and benefits of accessibility planning, Mulmur has chosen to integrate accessibility considerations into its existing Health & Safety Committee. This committee will act as an informal Accessibility Advisory Committee, ensuring that accessibility remains a priority in municipal decision-making and operations.

By taking this proactive approach, the Township continues to demonstrate its commitment to creating an inclusive and accessible community for all residents and visitors.

# GUIDING LEGISLATION

**Accessibility for Ontarians with Disabilities Act, 2005 (AODA)** came into effect in 2005. AODA aims to create an accessible and inclusive Ontario where everyone can fully participate in everyday life within their community through the following four areas:

1. **Customer Service:** includes requirements such as the establishment of accessibility policies, service animal requirements, support person requirements, notice of temporary disruption, staff training, establishing a feedback process and accessible formatting of documents.
2. **Information and Communication:** includes requirements such as ensuring websites and web content are accessible, communicating the availability of alternative formats by request, public safety information and provision of accessible formats.
3. **Employment:** includes requirements such as policies to support employees with disabilities from recruitment through the career cycle, workplace emergency response plans and individual accommodation plans.
4. **Design of Public Spaces:** includes requirements such as exterior path of travel design requirements, accessible parking requirements, waiting areas and service counter requirements.

**Integrated Accessibility Standards Regulation, O. Reg. 191/11 (IASR)** outlines requirements regarding accessibility plans and related annual reports, training, procurement of accessible goods, services and facilities.

**Ontario Human Rights Code (OHRC)** outlines the legal obligation not to discriminate against people with disabilities and to eliminate discrimination when it happens. Under the OHRC, people with disabilities have the right to equal treatment, which includes the right to accessible workplaces, schools, public transit, health and social services, restaurants, shops, and housing, among other areas.

**Ontario Building Code (OBC)** goes beyond the AODA standards to include accessibility requirements for the built environment. The OBC regulates most aspects of the construction of buildings and other structures within the Province of Ontario. The Building Code does not apply to existing buildings where no work is planned and most accessibility requirements do not affect houses.

# ACCOMPLISHMENTS



2022 - 2025

- Council approved 2022-2025 Multi-Year Accessibility Plan.
- Assessed requirements and drafted a plan for conducting an accessible municipal election, and successfully conducted an accessible municipal election.
- Conducted accessibility and human rights training for new Council and Committee members.
- Initiated a training cycle for staff and volunteers to receive refresher training.
- Recognized and celebrated Accessibility Awareness Week (last week of May).
- Reviewed IASR Accessibility Policies.
- Completed construction of a new accessible playground at Thomson Trail Park
- Completed construction of a new accessible playground at Honeywood Community Park.
- Continued COVID-19 alternative communication formats to place greater emphasis on emails, e-billing, phone calls and virtual participation.
- Live streaming of Council meetings to provide the opportunity for members of the public to view Council meetings without the requirement to be physically present.
- Renovations to lobby washrooms at the North Dufferin Community Centre, to provide accessibility.

## PREVIOUS YEARS ACCOMPLISHMENTS

- Provided Accessible Customer Service training to all staff.
- IASR Policies created and adopted.
- Developed a multi-year accessibility plan.
- Embedded accessibility requirements into the procurement process.
- New website compliant with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.
- Accessible document training provided to key staff.
- Developed policy for municipal employees who have a disability and require assistance in evacuating the building in an emergency situation.
- Processes in place to create individual accommodation plans for employees with disabilities.
- Consultation with Dufferin County Accessibility Advisory Committee for major developments.

# OUR GOALS



**CUSTOMER SERVICE**



**EMPLOYMENT**



**INFORMATION AND COMMUNICATIONS**



**TRANSPORTATION**



**BUILT ENVIRONMENT**

Once approved by Council, this Multi-Year Accessibility Plan will be posted on the website and will be made available in accessible formats upon request.

An annual status report will be provided to Council on the progress of the Multi-Year Accessibility Plan. The progress reports will be posted on the website.

The Township shall complete a comprehensive review of this Plan every five (5) years unless significant changes require an earlier revision of the plan.

# CUSTOMER SERVICE



## GOALS

- Seek funding to install an accessible front counter at the Township Office.
- Seek funding to install an accessible food booth counter at the North Dufferin Community Centre
- Continue to respond and track feedback, concerns and requests from residents.
- Continue to permit service animals in Township facilities and premises open to the public.
- Require completion of Accessible Customer Service Training by every other person who provides goods, services or facilities on behalf of the Township.

# EMPLOYMENT



## GOALS

- Review hiring and employment policies and practices to ensure accommodations in the recruitment, assessment and selection process.
- Continue to provide training for all new staff, with refresher training occurring every 4 years to improve attitudinal barriers.
- Continue to provide training for each new term of Council, Boards, Committees and volunteers.
- Provide accommodation plans and workplace emergency response information for employees as required.
- Provide accommodation plans in return to work, performance management, career development and redeployment as required.

# INFORMATON AND COMMUNICATIONS

## GOALS

- Undertake a complete review and update Township accessibility policies.
- Complete accessibility reporting to the Province as required.
- Upon request, arrange for and provide accessible formats and communication supports to persons with disabilities.
- Continue to update and provide information relating to emergencies via social media and the Township website, and provide the information in an accessible formats and communication supports, as soon as practicable, upon request.
- Provide notice regarding service disruptions to accessible elements due to planned maintenance or repairs, that will impact customer accessibility.
- Continue to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities.
- Utilize new and emerging technology, such as Artificial Intelligence (AI) and adaptive devices, to continuously enhance accessibility.
- Continue to provide accessible document training to new staff with refresher training occurring every 4 years.
- Implement Next Generation 911 to reduce barriers in making 911 calls.
- Release a new website with greater emphasis on ease of navigation and inclusion of comprehensive accessible features.
- Utilize third party services such as Accessibility on Demand to make documents accessible when required.
- Continue to investigate and implement electronic means of communication to ensure the Township is reaching the greatest possible audience.



# TRANSPORTATION



## GOALS

- Not applicable to the Township of Mulmur and no action is required. The Township does not currently operate any conventional or specialized transportation services.

# BUILT ENVIRONMENT



## GOALS

- The Township shall ensure it meets accessibility requirements for newly constructed and redeveloped public spaces including:
  - Sidewalks, recreational trails, or exterior paths of travel such as walkways;
  - Outdoor eating areas for public use;
  - Outdoor play spaces such as playgrounds;
  - On and off street parking;
  - Service counters and waiting areas.
- Conduct a facility review of Township facilities to identify areas for improvement.
- Update the Township's Recreational Master Plan to incorporate accessibility.
- Install signage at the Thomson Park Trail.
- Add Accessible Parking to the new Thomson Trail Parking Lot.
- Monitor funding opportunities to install accessible washrooms at the Township Office.
- Monitor funding opportunities to install an elevator at the North Dufferin Community Centre, for access to the Norduff Room.
- Draft a sidewalk plan for the Mansfield area.

# CONTACT AND FEEDBACK

Removing barriers and enhancing accessibility is an ongoing commitment. As we plan for improvements to our services, programs, and facilities through 2030 and beyond, we're inviting community members to share their ideas and feedback.

Your input is valuable in helping us create a more inclusive and accessible Mulmur for everyone.

This Multi-Year Accessibility Plan is available on the Township of Mulmur's website and internal Intranet. Printed copies can be obtained from the Clerk's Office.

This document is available in an alternate format or with communication supports, upon request. This may include, but is not limited to large print, braille, and electronic formats.

The Township of Mulmur welcomes all questions, comments and feedback on the Township's Multi-Year Accessibility Plan and accessibility in general.

## **Please Contact:**

Township of Mulmur  
Clerk's Department  
758070 2<sup>nd</sup> Line East  
Mulmur, ON L9V0G8

 Telephone: 705-466-3341

 Toll Free: 1-866-472-0417

 Fax: 705-466-2922

 Email: [clerk@mulmur.ca](mailto:clerk@mulmur.ca)

 Website: [www.mulmur.ca](http://www.mulmur.ca)

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