

THE CORPORATION OF THE TOWN OF GEORGINA

REPORT NO. CS-2025-0010

**FOR THE CONSIDERATION OF
COUNCIL**

August 13, 2025

SUBJECT: Town of Georgina - 2025-2029 Multi-Year Accessibility Plan (MYAP)

1. RECOMMENDATION:

1. That Council receive Report No. CS-2025-0010 prepared by the Corporate Strategy and Transformation Division, Corporate Services Department, dated August 13, 2025 regarding the proposed The Town of Georgina 2025-2029 Multi-Year Accessibility Plan (MYAP).
2. That Council endorse Attachment 1 to Report No. CS-2025-0010 as the Town's 2025-2029 Multi-Year Accessibility Plan (MYAP).

2. PURPOSE:

The purpose of this report is to seek approval for the Town of Georgina's 2025-2029 Multi-Year Accessibility Plan (MYAP). The 2025-2029 MYAP will establish accessibility priorities and initiatives for the Town, Council and staff through December 31, 2029.

3. BACKGROUND:

The context, priorities and requirements for the 2025-2029 MYAP

The MYAP supports the Town's vision to be the most progressive, inclusive and vibrant growing community on Lake Simcoe, with a balance of rural and urban character.

Based upon Statistics Canada and the Town's 2025-2029 MYAP survey data, approximately 27% of Georgina residents live with at least one of a broad range of defined disabilities. This percentage is continuing to grow rapidly due to an aging population and escalation of community mental health challenges.

Through adoption of the 2025-2029 MYAP, the Town of Georgina will commit to upholding leadership in the development and delivery of accessible programs and services and spaces for the community. By consistently meeting legislated compliance obligations and, where possible, exceeding these requirements, the Town will better serve the needs and growing expectations of residents, visitors, employees and volunteers.

The Town's obligation to comply with Ontario legislation

Municipalities like Georgina are obligated to comply with Ontario's legislative accessibility framework. Non-compliance with Ontario's accessibility legislation can lead to significant financial penalties, legal consequences, and reputational damage.

Ontario's accessibility legislative framework is comprised of the following three key elements:

I. Accessibility for Ontarians with Disabilities Act (AODA)

The [Accessibility for Ontarians with Disabilities Act \(AODA\)](#) came into effect in 2005 and aims to create an accessible and inclusive Ontario where everyone can fully participate in everyday life within their communities. The AODA, especially through its [Integrated Accessibility Standards Regulation \(IASR\)](#), prescribes the following four categories of detailed accessibility standards:

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 the 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 (Built Environment)

Includes requirements such as exterior path of travel design requirements, accessible parking requirements, waiting areas and service counter requirements.

Additional general requirements of the IASR govern accessibility plans and related annual reports, training, procurement of accessible goods, services and facilities, and self-serve kiosks.

Municipalities in Ontario must file compliance reports bi-annually with the [Ministry of Seniors and Accessibility](#) (MSAA), with the next report to be submitted by December 31, 2025. All compliance reports, MYAPs and annual status reports must be made available to the public, updated regularly, and progress tracked by annual status reports.

II. [Ontario Human Rights Code \(OHRC\)](#)

Organizations such as the Town of Georgina must meet legal obligations under the OHRC to not discriminate against people experiencing a broad range of defined disabilities, and to accommodate the needs of these individuals by eliminating barriers to inclusion and ensuring that the principles of dignity, independence, integration, and equal opportunity and treatment are reflected in everything the Town does.

III. [Ontario Building Code \(OBC\)](#)

The Ontario Building Code (OBC) complements the AODA's Design of Public Spaces Standard by establishing technical accessibility requirements for the construction and renovation of the built environment. These requirements apply primarily to new construction and major renovations.

4. ANALYSIS:

The methodology and extensive consultations used to develop the 2025 MYAP

As part of AODA compliance, there is a requirement to establish, implement and maintain a Multi-Year Accessibility Plan (MYAP). The Plan is a public-facing roadmap that transparently outlines the organization's strategy for meeting obligations under the AODA, and to further remove barriers for people with disabilities in programs, services and facilities.

As prescribed by the AODA, the MYAP must be developed in consultation with an Accessibility Advisory Committee (AAC) and people living with disabilities.

The Town of Georgina's 2025-2029 MYAP was developed through extensive consultation with the Georgina Accessibility Advisory Committee (GAAC), the Georgina Accessibility Staff Team (GAST), with the Abilities Centre Whitby - Leading Equitable and Accessible Delivery (LEAD) Program, and through a large-scale public survey and in-person engagement with residents.

Extensive evidence was gathered to inform the Town's 2025-2029 MYAP; for example, over 500 detailed survey responses provided insights into opportunities to maintain and enhance Georgina's accessibility. Many of these survey responses were submitted by individuals deeply experienced in a diverse range of disabilities.

The 2025-2029 Multi-Year Accessibility Plan (MYAP) outlines the Town's formal intention to continuously maintain compliance under the Accessibility for Ontarians with Disabilities Act (AODA), the Integrated Accessibility Standards Regulation (IASR), the Ontario Human Rights Code (OHRC) and the Ontario Building Code (OBC), while at the same time advancing initiatives that have been grounded in extensive consultation with a goal of improving accessibility for all residents, visitors, employees and volunteers.

The Town will adopt a compliance-first strategy that integrates the maintenance of regulatory accessibility obligations into the Town's core business operations, through continuing to use and enhance the operational framework developed and implemented by the Georgina Accessibility Staff Team (GAST).

Through the 2025-2029 MYAP, the Town aims to continuously advance the accessibility of its digital and physical spaces, services, programs, and employment practices, removing barriers to meet the needs of residents and staff living with disabilities.

The Town of Georgina's 2025-2029 MYAP

Responding to growing public need, rising public expectations, and challenging compliance demands, the 2025 – 2029 MYAP has set out initiatives that are organized under the four focus areas below. These initiatives will be assigned target timelines through each Department's annual business planning, budgeting and monitoring cycle.

A - Informed staff

Town staff will continue to be well informed regarding their accessibility obligations and have the tools and resources necessary to continuously maintain the Town's legislated compliance commitments.

B - Informed Community

Accessibility-related information about Town of Georgina services, programs and facilities will continue to be shared with the community through a range of channels and formats to ensure the inclusion of residents, visitors, staff and volunteers living with a broad range of visible and non-visible disabilities.

C - Informed Design

The planning, design and operation of Town facilities, programs and services will ensure proactive compliance with legislated accessibility obligations and will be informed by Universal Design Standards and consultations with people living with a broad range of disabilities.

D - Coordinated Efforts

The Town of Georgina will work externally with partner organizations to leverage resources in creating a more accessible community, and internally with staff across Town departments to optimize and streamline accessibility compliance initiatives.

Upon approval of the Town of Georgina's 2025-2029 MYAP, staff will move forward with a communication plan to foster awareness of the Plan within the community.

Led by the Town's Corporate Services Department – Corporate Strategy and Transformation Division, the Town's accessibility program is supported by the Georgina Accessibility Advisory Committee (GAAC) and the Georgina Accessibility Staff Team (GAST).

Advancing accessibility and inclusion across the Town is the shared responsibility of all staff, at all levels. This collective approach ensures that accessibility is considered and embedded within the organization's planning, decision-making, and day-to-day operations.

The Senior Leadership Team, management and staff will be provided with access to the full range of information gathered throughout the Town of Georgina's 2025-2029 MYAP consultations and will play a leading role in integrating the initiatives into each Department's annual business planning, budgeting and monitoring cycle.

To ensure successful implementation of the Plan and ongoing support to maintain AODA compliance, the Town will establish and maintain a dedicated accessibility function to ensure specialized support for ongoing compliance and effective implementation of the MYAP.

Staff will remain accountable to Council, Senior Leadership, and the community through annual reporting on progress of the 2025-2029 MYAP, which will be shared on [the Town's Accessibility webpage](#).

5. RELATIONSHIP TO STRATEGIC PLAN:

The Town of Georgina's 2025-2029 Multi-Year Accessibility Plan directly supports the achievement of the 2023-2027 Corporate Strategic Plan initiative, "Update the 2018-2022 Multi Year Accessibility Plan, including AODA (Accessibility for Ontarians with Disabilities Act) compliance".

6. FINANCIAL AND BUDGETARY IMPACT:

The endorsement of the Town of Georgina's 2025-2029 Multi-Year Accessibility Plan (MYAP) does not infer automatic approval of resources and/or funding through the annual budget.

Under the MYAP, accessibility will be considered and embedded within the organization's planning, decision-making, and day-to-day operations. Senior Leadership Team, management and staff will all play a role in integrating the MYAP initiatives into each Department's annual business planning, budgeting and monitoring cycle.

7. PUBLIC CONSULTATION AND NOTICE REQUIREMENTS:

The Town of Georgina 2025-2029 Multi-Year Accessibility Plan (MYAP) includes the collaborative input of over 500 participants and partners, representing a diverse range of perspectives, including persons living with disabilities. This inclusive consultation process was thoughtfully conducted in collaboration with the Georgina Accessibility Advisory Committee (GAAC), the Georgina Accessibility Staff Team (GAST), LEAD and residents, other community partners, local businesses and organizations, municipal staff and management, and Town Council.

A gradual and extensive series of engagement opportunities, including digital surveys, community events/sessions, workshops, etc. were held between September 2024 and February 2025.

Upon approval of the plan's content, staff will move forward with a communication plan to foster awareness of the Town's 2025-2029 MYAP within the community.

8. CONCLUSION:

The Town of Georgina's 2025-2029 Multi-Year Accessibility Plan (MYAP) affirms the Town's ongoing commitment to providing accessible, equitable and barrier-free services, programs and facilities to all residents, visitors and employees in the community. The Plan meets the Town's legislated requirements for accessibility planning under the AODA, while at the same time, enhances the Town's ability to create a more inclusive, caring and prosperous community.

APPROVALS

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| Prepared By: | Timothy Higgins Accessibility/AODA Compliance Advisor Corporate Services |
| | Susan Lazzer Project Manager Corporate Services |
| Reviewed By: | Olga Lawton Manager, Corporate Strategy and Transformation Corporate Services |
| Recommended By: | Shawn Nastke Director, Corporate Services |

Approved By: Rob Wheeler, Deputy Chief Administrative Officer
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Ryan Cronsberry, Chief Administrative Officer
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Attachments: Attachment 1: Multi-Year Accessibility Plan