

# 2025-2029 Multi-Year Accessibility Plan

**Making Georgina accessible for all**

*Community focused*



*Accessible programs*



*Inclusive adventure*



GEORGINA

[georgina.ca/accessibility](https://georgina.ca/accessibility)



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Accessible trails Georgina - trails map



# Vision, Mission and Values

## Vision

To be the most progressive, inclusive, vibrant and growing community on Lake Simcoe, with a balance of rural and urban character.

## Mission

To promote a high quality of life for our community through the delivery of exceptional services, inclusive engagement and a commitment to support a thriving economy and sustainable environment.

## Values

- Respect:** We are empathetic, fair, welcoming and inclusive.
- Excellence:** We strive to go the extra mile.
- Communication:** We actively listen and are responsive to what we hear.
- Teamwork:** We achieve our goals together.
- Accountability:** We are transparent and take responsibility for our actions and decisions.
- Resilience:** We can adapt to whatever comes our way.



Jackson's Point harbour





# Land Acknowledgment

The Town of Georgina recognizes and acknowledges that we are on lands originally used and occupied by the First Peoples of the Williams Treaties First Nations and other Indigenous Peoples, and on behalf of the Mayor and Council, we would like to thank them for sharing this land. We would also like to acknowledge the Chippewas of Georgina Island First Nation as our close neighbor and friend, one with which we strive to build a cooperative and respectful relationship.

We also recognize the unique relationship the Chippewas have with the lands and waters of this territory. They are the water protectors and environmental stewards of these lands, and we join them in these responsibilities.



Chippewas of Georgina Pow Wow



Message from

# Mayor Margaret Quirk

On behalf of my fellow members of Council, I am pleased to share the Town of Georgina 2025-2029 Multi-Year Accessibility Plan (MYAP). This plan outlines how the Town will continue to identify, prevent and remove barriers for people with disabilities. For many years, the Town has been working to become more accessible. While we are very proud of our accomplishments, we also recognize that there is more work to be done.

Improving accessibility for the residents of Georgina is essential. In addition to ensuring that the Town provides accessible and inclusive programs, services and facilities, this plan demonstrates our proactive and dynamic engagement of the broader community, especially individuals with disabilities, and commitment to continuous improvement in the area of accessibility.

I would like to thank my Council colleagues and members of the Georgina Accessibility Advisory Committee (GAAC), as well as Georgina's Accessibility Staff Team (GAST), the Town's leadership team and the many residents, businesses and community groups who shared their perspectives on accessibility for the Town of Georgina.

The future work to be done under the Town of Georgina 2025-2029 Multi-Year Accessibility Plan will continue to advance the Town's action under the 2023-2027 Corporate Strategic Plan, including AODA (Accessibility for Ontarians with Disabilities Act) compliance, through improving accessibility and delivering on the highest quality of service.

**Margaret Quirk**  
Mayor | Town of Georgina



Right: Mobi-mat - De La Salle beach water access



Message from the

# Chief Administrative Officer (CAO)

As Georgina’s CAO, I am proud to present the Town of Georgina 2025-2029 Multi-Year Accessibility Plan (MYAP) which outlines our continued commitment to identify, remove and prevent accessibility barriers.

There have been significant accomplishments at the Town to advance accessibility and our senior leadership is committed to making accessibility a top priority throughout the organization. The Town’s 2025-2029 MYAP is based on an in-depth review of the Town’s accessibility status and potential, extensive consultation with community partners, and evidence-based planning. This plan reaffirms the Town of Georgina’s commitment to accessibility and guides us as we continue our accessibility journey.

The Town’s commitment to providing accessible, equitable and barrier-free services, programs and facilities to all residents, visitors and employees helps us to enhance the Town’s capacity to meet legislative and policy obligations, achieve customer service excellence, and make Georgina an equitable, inclusive, caring and prosperous community.

As we embark on the journey to implement the 2025-2029 Multi-Year Accessibility Plan, accountability will be front and centre. Town staff, in collaboration with the Georgina Accessibility Advisory Committee, will be responsible for leading the implementation of the plan that will help us deliver on our commitment to improving accessibility in Georgina. Staff will regularly report to Council, the Province and the community on our progress and status of the actions provided in this plan.

On behalf of the Senior Leadership Team and all Town staff, I would like to thank everyone who contributed to the development of the plan and took the time to share their valuable input. As we implement the plan, we will continue to foster meaningful engagement with our community.

Together we can make Georgina more inclusive and accessible for all. It is with great privilege that we serve the community of Georgina and through the Town of Georgina 2025-2029 Multi-Year Accessibility Plan look to strengthen our commitment to building a more inclusive and accessible town for all. We look forward to the work ahead.

**Ryan Cronsberry**  
Chief Administrative Officer (CAO)

Accessible wheelchair swing - The ROC splash pad playground





# What is a Multi-Year Accessibility Plan (MYAP)?

The Multi-Year Accessibility Plan (MYAP) is a public-facing roadmap for meeting obligations under the [Accessibility for Ontarians with Disabilities Act \(AODA\)](#) and preventing and removing barriers to accessibility throughout Georgina.

As prescribed under the AODA, the Multi-Year Accessibility Plan (MYAP) must be updated every five years. The Town of Georgina's 2025-2029 MYAP is in effect from its approval in 2025 to Dec. 31, 2029. Past plans and reports are posted on the Town of Georgina Accessibility [webpage](#) and also referenced at the end of this document.

In addition to the requirement to develop a Multi-Year Accessibility Plan, the AODA mandates that organizations, like the Town of Georgina, report annually on the plan's progress through a status report. The Multi-Year Accessibility Plan and corresponding annual status reports will be posted publicly at [georgina.ca](#).

Alternate formats of the Town's 2025-2029 MYAP and status reports can be obtained by emailing [info@georgina.ca](mailto:info@georgina.ca) or by telephone at 905-476-4301.



Georgina tennis courts





# Universal accessibility design icons



Caregiver



Hearing aid



Amputee



Visually impaired



Mental illness



Ramp



Guide dog



Screen reader



Neurodiverse



Wheelchair



Braille



Sign language



Myopia



Assistance



Inclusion



Cane



Deafness



Walker



Blindness



Speech impaired



Crutches



# About the Accessibility for Ontarians with Disabilities Act (AODA) and Related Laws

## Accessibility for Ontarians with Disabilities Act (AODA)

The [Accessibility for Ontarians with Disabilities Act \(AODA\)](#) came into effect in 2005. The Act includes the four areas listed below and aims to create an accessible and inclusive Ontario where everyone can fully participate in everyday life within their communities.

### 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 (IASR)

There are also general requirements under the [Integrated Accessibility Standards Regulation \(IASR\)](#) regarding accessibility plans and related annual reports, training, procurement of accessible goods, services and facilities, and self-serve kiosks. Georgina must comply with these and the requirements found in four relevant standards to achieve compliance with the AODA.

## Ontario Human Rights Code (OHRC)

Organizations also have a legal obligation under the [Ontario Human Rights Code \(OHRC\)](#) to not 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.

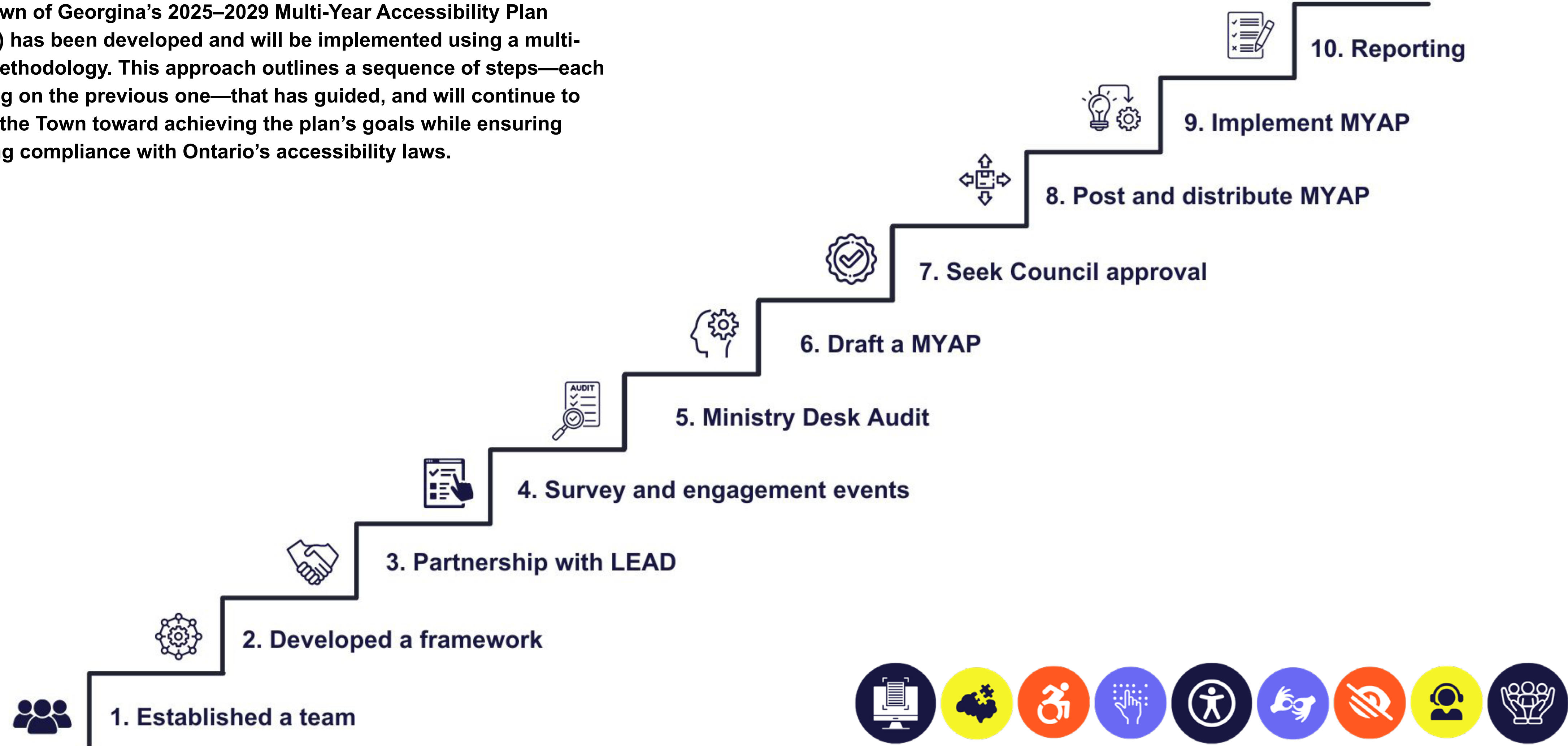
## Ontario Building Code (OBC)

The [Ontario Building Code \(OBC\)](#) goes beyond the [AODA's Design of Public Spaces standard](#) 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.



# Methodology to develop 2025-2029 MYAP

The Town of Georgina’s 2025–2029 Multi-Year Accessibility Plan (MYAP) has been developed and will be implemented using a multi-step methodology. This approach outlines a sequence of steps—each building on the previous one—that has guided, and will continue to guide, the Town toward achieving the plan’s goals while ensuring ongoing compliance with Ontario’s accessibility laws.





# Consultations to develop the Town of Georgina 2025-2029 MYAP



Georgina Accessibility Staff Team (GAST) Engagement session - the Link

## Established a staff team and developed a framework

The Georgina Accessibility Staff Team (GAST) was established in the spring of 2024. GAST has done significant work toward the completion of an Accessibility Compliance Framework to ensure staff are aware of their specific accessibility compliance obligations and verify/document the “Current State” of compliance for the Town. The work done by GAST was used to inform the Town’s 2025-2029 MYAP and the 2025 AODA Compliance Report to be filed with the Province of Ontario by December 2025.



Accessible swing

## Partnership with LEAD

In June 2024, the Town of Georgina contracted [Abilities Centre Whitby](#) Leading Equitable and Accessible Delivery (LEAD) Program to facilitate a visioning exercise and Self-Assessment process/framework. More than 30 representatives from all departments throughout the Town of Georgina, the [Georgina Accessibility Advisory Committee](#), [York Region](#) and the business community participated in two half-day virtual sessions on Oct. 2 and 3, 2024.

The sessions were led and facilitated by LEAD and included various interactive activities that engaged attendees in a fulsome discussion on the seven Improvement Plan themes:

Leadership, Governance and Strategy, People Resources, Supplier and Partnership Management, Programs and Services Development and Delivery, Communication and Technology and Facility Support.

From the information gathered through the sessions, LEAD provided the Town with a final report outlining areas of strength and recommendations for improvement. The information contained within the LEAD report informed the Town’s “future state” and was used as a basis for development of the Town’s 2025-2029 MYAP.



# Consultations to develop the Town of Georgina 2025-2029 MYAP



Engagement session

## Survey and engagement events

From September 2024 through to February 2025, the Town's Accessibility Project Team led an extensive community engagement process, and conducted an in-depth analysis of the Town's internal and external environment.

The Town's 2025-2029 MYAP project team was supported by the Mayor and Council, the Service Excellence/Service Georgina team, Corporate Communications and other Town staff to promote the survey through email, social media, and attendance at various community outreach and in-Town events.

The inclusive consultation process was conducted collaboratively with the Georgina Accessibility Advisory Committee (GAAC), the Georgina Accessibility Staff Team (GAST), other Town staff, the community, local businesses, municipal partners and accessibility advocacy organizations.



Sutton Santa Claus Parade of Lights

## Community outreach to encourage completion of the Accessibility Survey included:

- Promoting the survey launch at the 2024 Georgina Santa Claus Parade;
- Engaging Georgina residents at the Ice Palace, MURC, the Link Winter Market and various events held at the ROC;
- Sponsoring a Community Lunch at the Link for approximately 140 Georgina residents;
- Attending the Mayor's New Year's Levee at the ROC on Jan. 14, 2025; and,
- Participating in a well-attended seniors engagement session at Club 55 in Keswick.

The public survey yielded a generous input of 504 participants, representing a diverse range of perspectives. At the close of the public survey, an impressive and data-rich body of evidence, regarding the current state of accessibility and ideas for improvement in Georgina, had been received.



# Feedback, approvals and implementation

As the drafting of the Town's 2025-2029 MYAP progressed, guided by information from the GAST Framework, the LEAD Report, the Accessibility Survey and other sources, slide presentations and draft MYAP versions were shared with various audiences for feedback including:

- **Georgina Accessibility Advisory Committee (GAAC);**
- **the Mayor and Council members individually;**
- **Georgina Equity and Diversity Advisory Committee**
- **Georgina Accessibility Staff Team and Town departments; and,**
- **Georgina Public Library.**

The final Town of Georgina 2025-2029 MYAP will be presented to Council in August 2025, with implementation to begin following Council approval. The final version of the plan will be posted on [georgina.ca](https://www.georgina.ca) and shared through the Town's social media channels.

Staff will report annually on progress against the Town of Georgina 2025-2029 MYAP through a status report, which will be posted on the [Georgina Accessibility webpage](#) and made available in other formats upon request. The public is encouraged to provide feedback on Georgina's progress at public engagement events or through other customer feedback channels.



Truncated domes or warning pads at road crossings  
Accessible beach access - De La Salle Beach

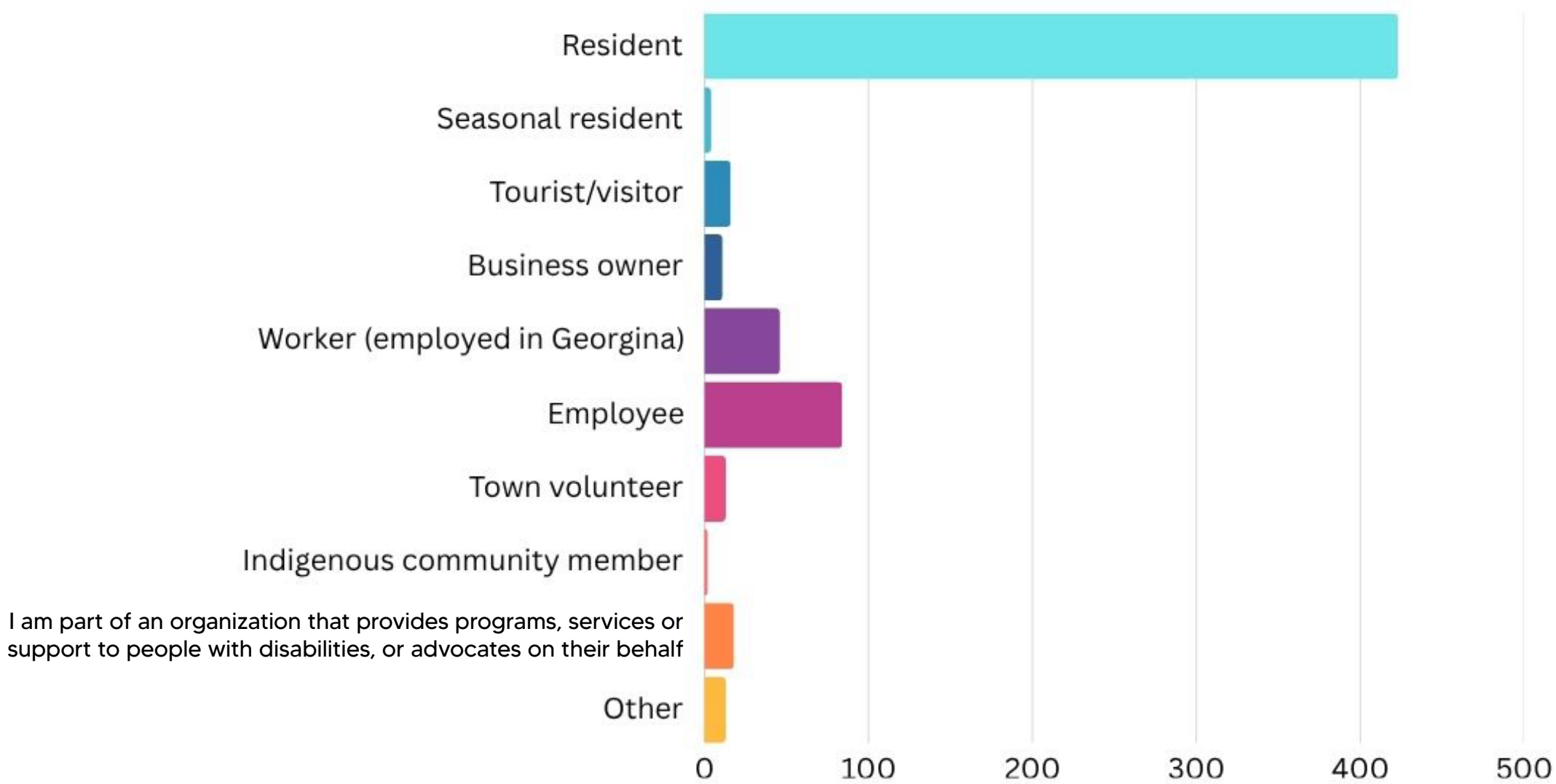


# Survey results - who we heard from?

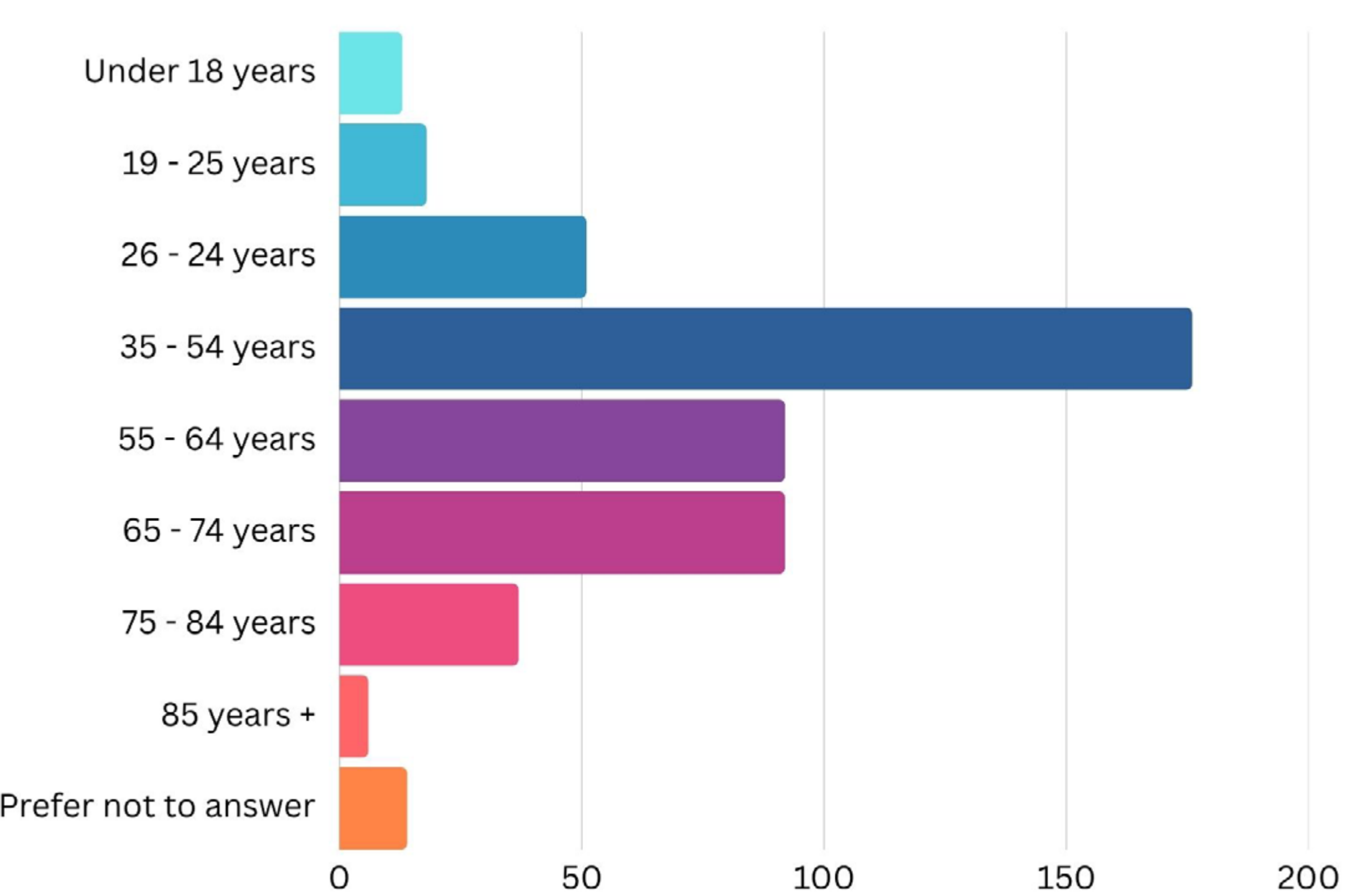
As illustrated in the charts below, the majority (84.4 per cent) of survey respondents are Georgina residents, with smaller groups identifying as seasonal residents, tourists, business owners or workers. Keswick residents had the highest representation (45.2 per cent), followed by Sutton/Jackson’s Point (25.8 per cent), with other communities having smaller shares.

Of survey respondents, the largest age group was 35-54 years (35.3 per cent), followed by 55-64 years and 65-74 years, indicating an older population.

How are you connected to the Town of Georgina?

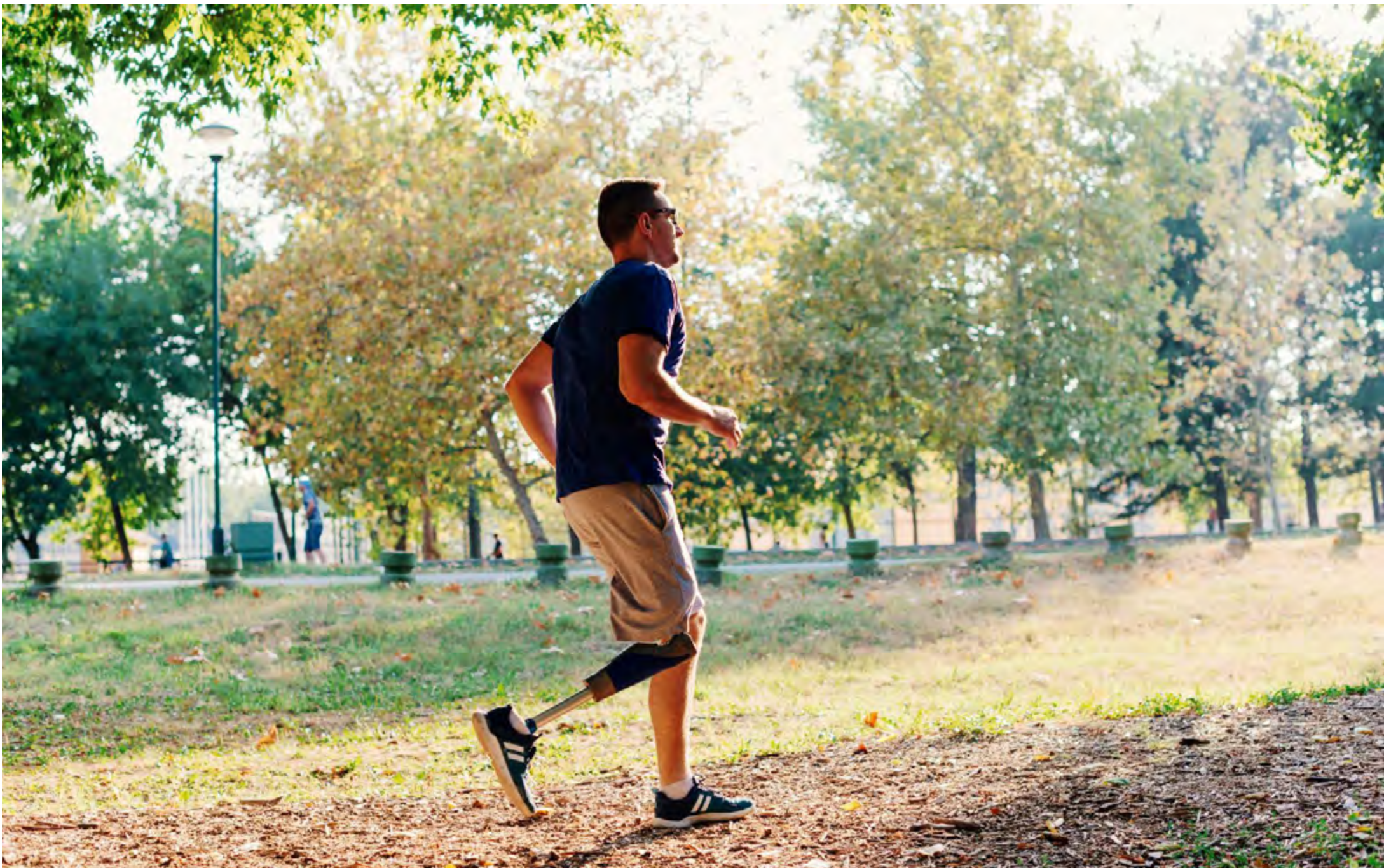


What is your age range?





# Survey results - what did we learn?

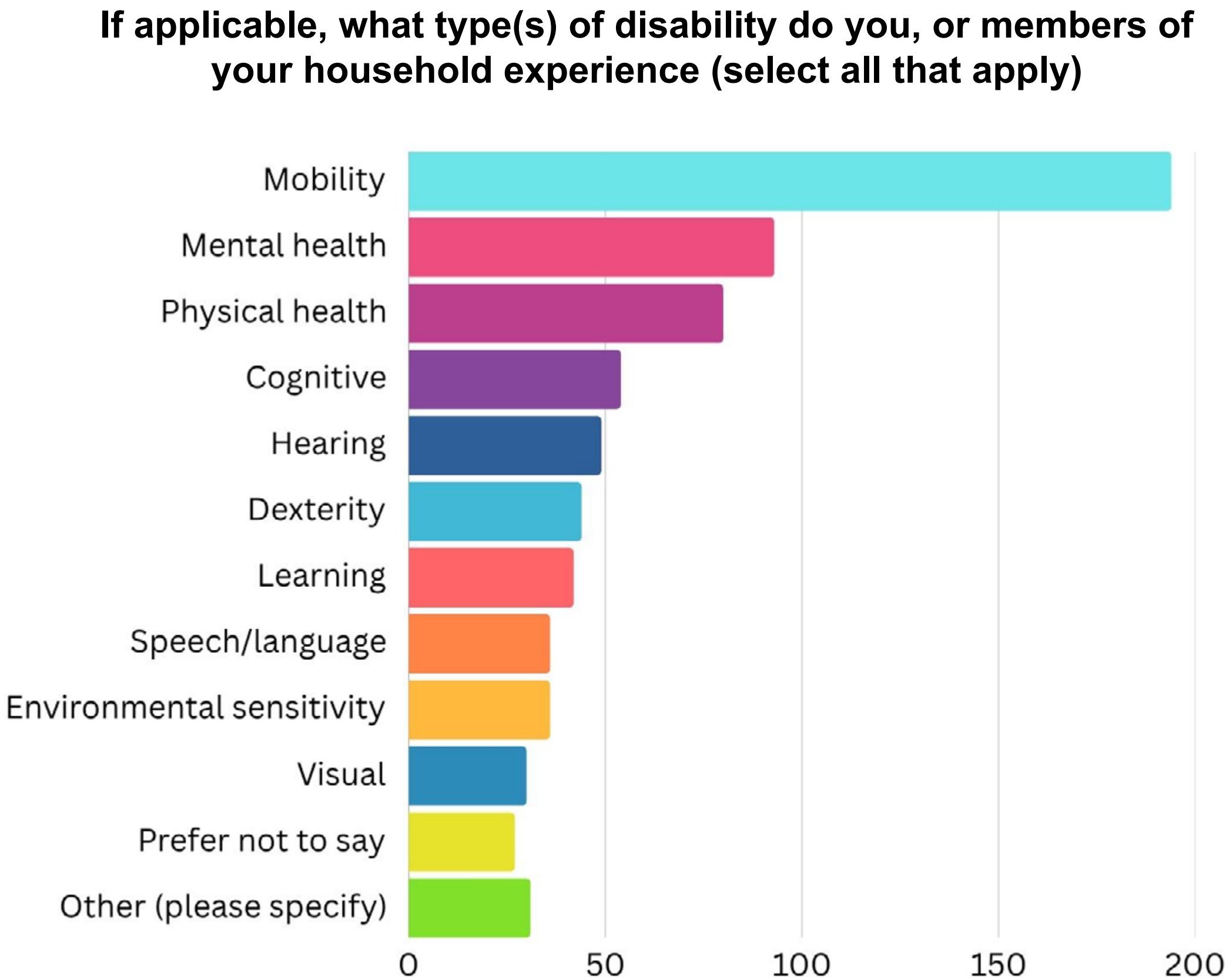


Accessible all terrain trails throughout Georgina

At close of the public survey, an evidence-rich body of data on the current state of accessibility in Georgina had been collected. Some key highlights are provided below.

24.1 per cent of survey respondents identified as having a disability, while 66.9 per cent did not. Further, 35.4 per cent of respondents reported that someone in their household has a disability or accessibility needs.

Types of disabilities reported by these respondents are summarized in the chart below. Mobility issues were the most common (60.8 per cent), followed by mental health (29.2 per cent) and physical health (25.1 per cent).





# Other key learnings from the consultations

**Accessibility strengths:** Friendly and responsive staff (55.4 per cent) and accessible programs (33.3 per cent) are noted positives.

**Customer service barriers:** The main issues include difficulties in accessing services (52.1 per cent) and limited availability of accessible programs (45.3 per cent).

**Improvements in accessibility:** Respondents suggest clearer communication, better online accessibility and more inclusive programs.

**Transportation barriers:** Lack of public transit accessibility and infrastructure issues are key concerns.

**Built environment issues:** Poor sidewalk conditions and limited accessible parking are major complaints.

**Accessible housing needs:** Many respondents highlight a shortage of accessible housing options.

**Communication barriers:** Difficulty finding information in accessible formats and lack of awareness about available resources are common challenges.

**Digital accessibility:** Some respondents face issues accessing online Town services, particularly those with vision impairments.

**Community engagement:** Many felt Georgina could improve outreach to persons with disabilities for better inclusivity.

**Inclusive recreation and events:** Some accessible activities exist, but respondents desire more options.

**Overall accessibility rating:** While there are positives, many feel there's room for improvement, especially in infrastructure and service accessibility.



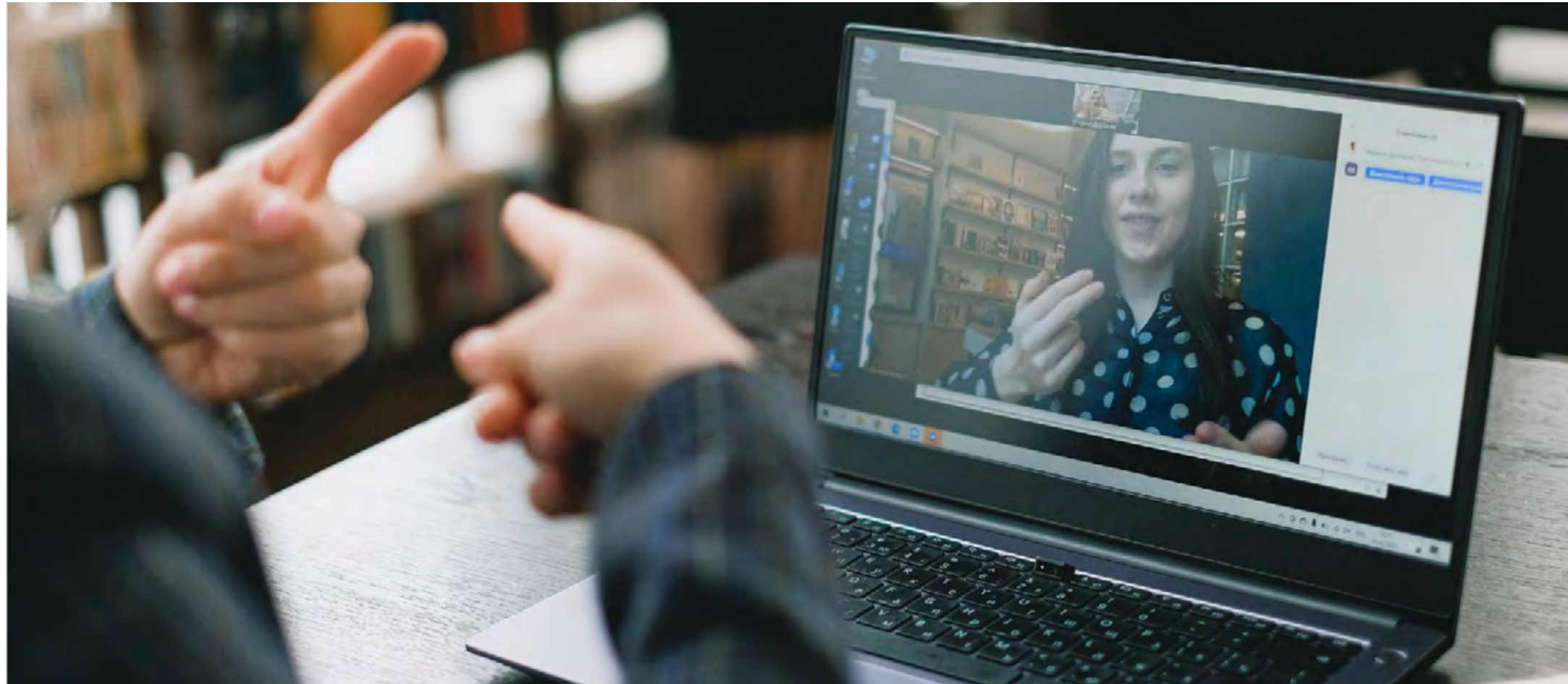
Lift - Georgina Leisure Pool



Modified keyboards, adaptive keyboards and assistive technology keyboards



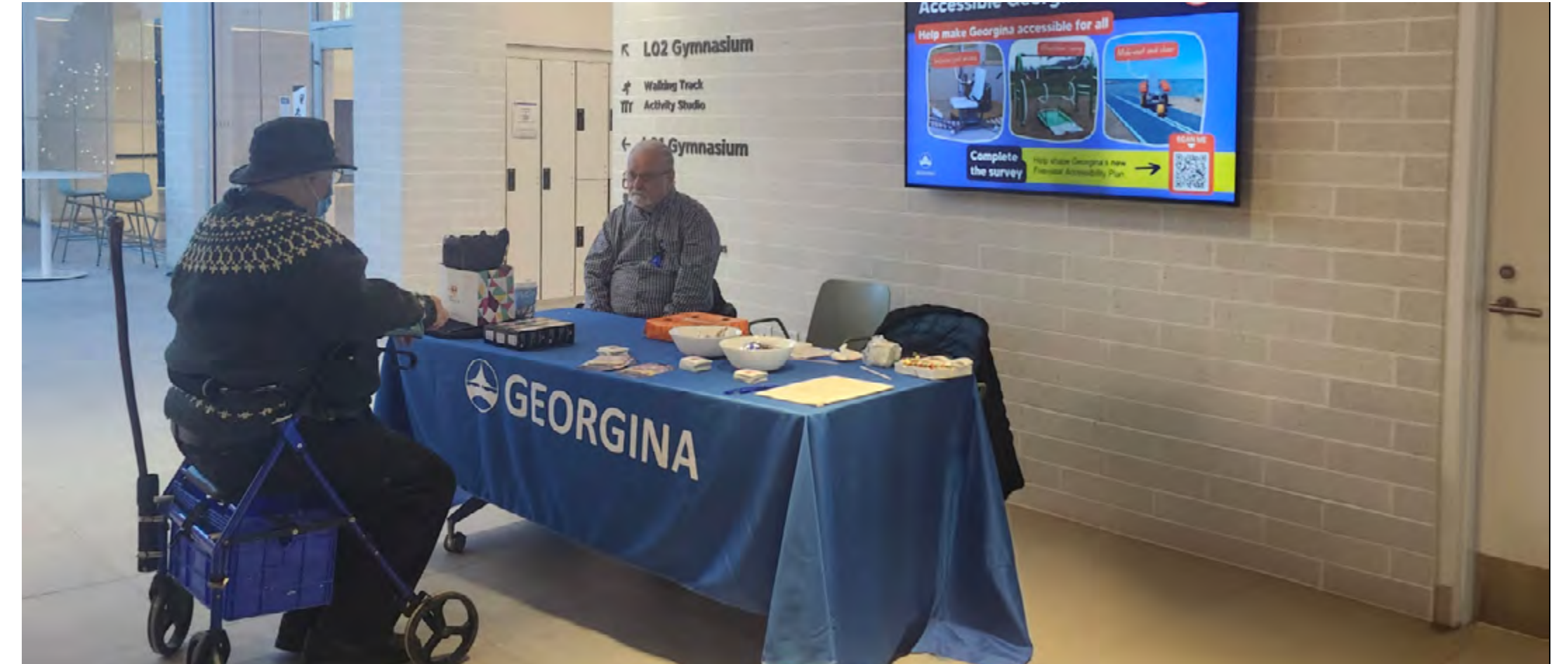
# Multi-Year Accessibility Plan (MYAP)



The Town of Georgina is committed to upholding leadership in the development and delivery of accessible programs and services for the community by consistently meeting legislated compliance obligations and, where possible, exceeding these requirements to better serve the needs of residents, visitors, employees and volunteers.

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).



The development of the 2025-2029 MYAP and the progress reporting that follows are part of the Town's mandatory compliance obligations under the AODA.

The Town of Georgina's 2025-2029 Multi-Year Accessibility Plan (MYAP) was developed through extensive consultation with staff, with the advocacy organization LEAD, and through a large-scale public survey and in-person engagement with residents. Many individuals generously provided the Town with their input and thoughts to improve programs, services and spaces and remove barriers to accessibility.

In response, it is the Town's responsibility under the Ontario Human Rights Code to accommodate the needs of people with disabilities and ensure that the principles of accessibility – dignity, independence, integration, and equal opportunity and treatment – are reflected in everything the Town does. Through the 2025-2029 MYAP, Georgina 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.

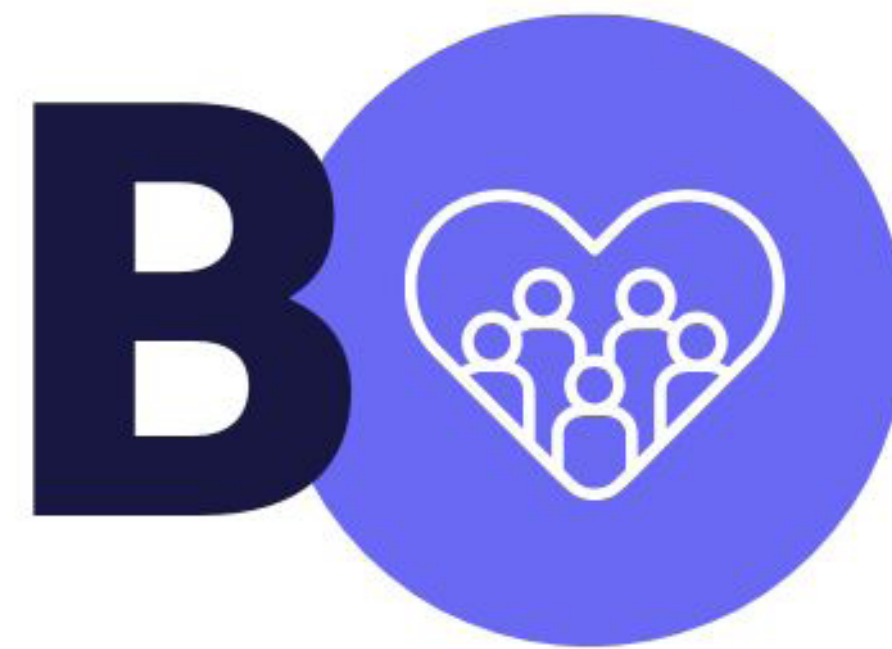


# Multi-Year Accessibility Plan (MYAP)

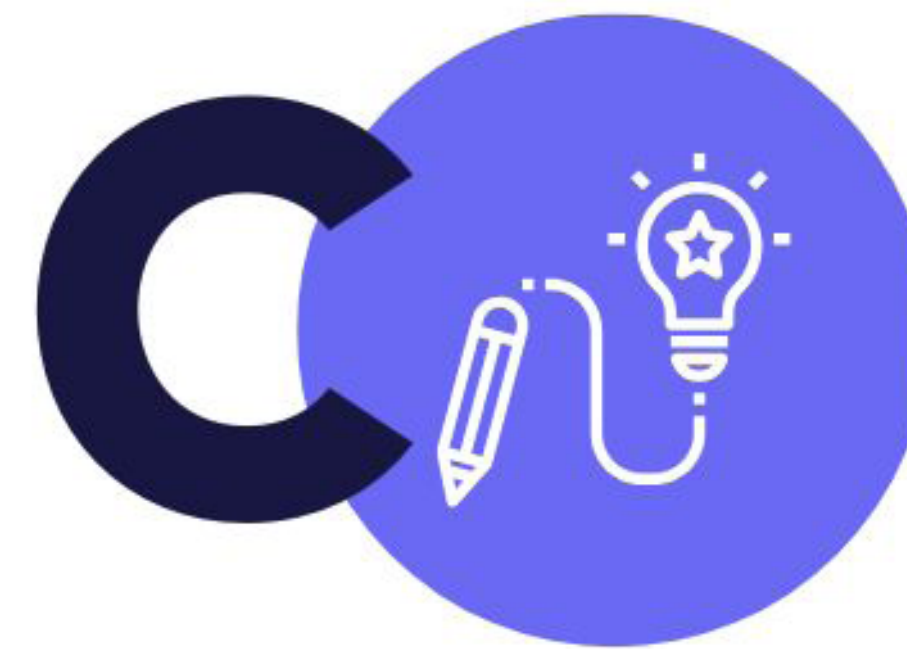
The initiatives in this plan are organized under the four focus areas outlined below and will be assigned target timelines through each Department's annual business planning, budgeting and monitoring cycle.



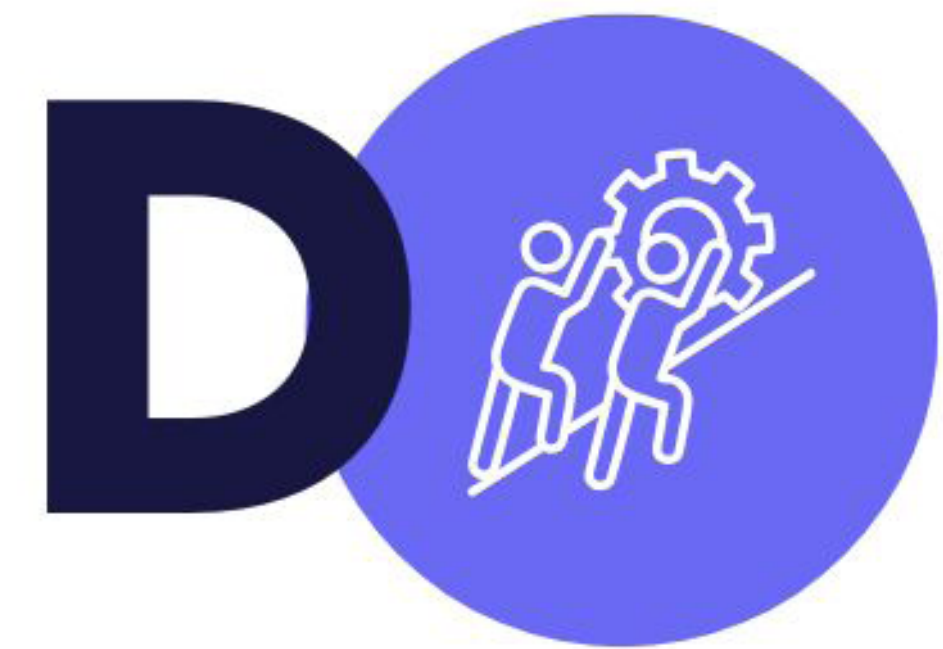
Informed staff



Informed  
community



Informed  
design



Co-ordinated  
efforts



# Multi-Year Accessibility Plan (MYAP)



## 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.

### Policies and procedures

1. Continuously review, update and enhance relevant policies, procedures, guidelines, templates, toolkits, checklists, style guides, and related resources.

### Training and awareness

2. Ensure Town staff continue to maintain awareness of best practices in accessible communications.
3. Maintain and strengthen staff knowledge and processes that ensure documents posted on the Town's website consistently comply with [AODA](#) and [WCAG standards](#).
4. Enhance staff awareness of the broad range of visible and non-visible disabilities.

### Workforce development

5. Enhance accessibility training regarding: consulting people with disabilities, job-specific training; accommodation of non-visible disabilities; inclusive recreation; and municipal election support.
6. Continue to recruit qualified candidates and expand employment and volunteering opportunities for persons with disabilities.
7. Continue to incorporate accessibility requirements into emergency preparedness processes.
8. Enhance staff recognition for accessibility achievements.
9. Inform workforce development by collecting and analyzing staff disability data, while respecting employee privacy.

Accessible pool ramp - Aquatic Centre - Multi-Use Recreation Complex





# Multi-Year Accessibility Plan (MYAP)



## 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.

### Progress reporting

1. Continue to enhance internal and external reporting on the progress of accessibility initiatives.

### Consultation

2. Consistently include people with a wide range of disabilities in consultations that inform accessibility-related decision-making.

### Information and technology

3. Continue to share current accessibility information with the community through the Town's website.
4. Leverage emerging technologies and best practices, such as Artificial Intelligence (AI) and adaptive devices, to continuously enhance accessibility.



Accessible pathway - Georgina Multi-Use Recreation Complex



# Multi-Year Accessibility Plan (MYAP)



## 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.

### Customer service and programs

1. Proactively apply accessibility best practices in the design and delivery of new facilities, programs and services, as well as during major renovations of existing facilities.

### Public Spaces and Built Environment

2. Accommodate requests for barrier removal identified through the MYAP consultation with respect to facilities, beaches, parks, playgrounds, trails, sidewalks, snow clearing, parking and other public infrastructure.
3. Strengthen enforcement of accessible parking.
4. Continue to enhance wayfinding and navigation features such as signage, visual, sound, tactile and electronic cues of Town facilities and public spaces.

West Park - South Keswick





# Multi-Year Accessibility Plan (MYAP)



## 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.

### Partnerships, resourcing and accountability

1. Continue to strengthen the link between the [Georgina Accessibility Advisory Committee \(GAAC\)](#), the Georgina Accessibility Staff Team (GAST), and the [Georgina Equity and Diversity Advisory Committee \(GEDAC\)](#).
2. Establish and maintain a dedicated accessibility function to ensure specialized support for ongoing compliance and effective implementation of the MYAP.
3. Resource accessibility initiatives through budgeting, grants, and by leveraging strategic partnerships and collaboration.
4. Continue to invest in and support the business community to enhance accessibility for residents and visitors.
5. Strengthen accountability through the ongoing monitoring and reporting of accessibility initiatives.

Sign language





# Multi-Year Accessibility Plan (MYAP)

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 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.

As the Town of Georgina implements the 2025-2029 MYAP, staff will continue to remain accountable to Council, Senior Leadership, and the community through annual reporting on the progress of MYAP initiatives, which will be shared on the Town's website.

Accessible Playground - Julia Munroe park





# Acknowledgements

The Town of Georgina’s 2025-2029 Multi-Year Accessibility Plan (MYAP) core Project Team - Olga Lawton, Manager of Corporate Strategy and Transformation, Corporate Services; Susan Lazzer, Project Manager, Corporate Services; and, Tim Higgins, Accessibility/AODA Compliance Advisor, Corporate Services - would like to thank the Mayor and Council, Georgina Accessibility Advisory Committee, Georgina Accessibility Staff Team, Town leadership and staff, and all partners and members of the community who participated in consultations, attended public events, completed the accessibility survey and/or contacted the Town through Service Georgina. The consultations and feedback collected have formed the basis of this plan to ensure compliance and alignment with the community’s accommodation needs.

The Town’s 2025-2029 MYAP Project Team is grateful for the generous participation in the Plan development process and will aim to continue engagement and consultations with Town staff and the community, including persons with a wide range of disabilities, as we move forward.



Hearing impaired





# 2025-2029 Multi-Year Accessibility Plan (MYAP)



**Stay informed**



26557 Civic Centre Rd., Keswick  
905-476-4301  
[georgina.ca](http://georgina.ca)