



# Municipality of Northern Bruce Peninsula Council Report

**Report Number:** DC 25-08

**Subject:** Annual Status Report of the Multi-Year Accessibility Plan – 2025

**From:** Lindsay Forbes, Deputy Clerk

**Date:** December 8, 2025

**Recommendation:**

That Council receives Report No. DC 25-08 Re: Annual Status Report of the Multi-year Accessibility Plan – 2025, as information.

**Purpose:**

The purpose of this Status Report is to provide an update on the Municipality of Northern Bruce Peninsula's progress in implementing the [2022–2026 Multi-Year Accessibility Plan](#). This plan outlines the Municipality's ongoing efforts to prevent and remove barriers, ensuring compliance with the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

The full 2022–2026 Multi-Year Accessibility Plan is available on the Municipality's website.

This report highlights a range of initiatives undertaken to improve accessibility across municipal facilities, programs, and services. Presented to Council each year, it demonstrates the Municipality's continued commitment to creating an inclusive and accessible community.

A copy of this Status Report will also be available on the Municipality's website following the December 8, 2025, Council Meeting.

## The Municipality's Commitment to Accessibility

- To ensure equal access and participation for people with disabilities;
- To treat individuals with disabilities in a manner that upholds their dignity and supports their independence;
- To eliminate accessibility barriers and comply with the requirements of the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws;
- To encourage public participation and civic engagement in community accessibility matters.

### The Legislation:

The *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* establishes a framework for developing, implementing, and enforcing accessibility standards across Ontario. These standards apply to government entities, businesses, non-profit organizations, and the public sector.

Because the Municipality of Northern Bruce Peninsula has a population of fewer than 10,000 residents, it is not required to form an Accessibility Advisory Committee. Instead, the Deputy Clerk serves as the Municipality's Accessibility Coordinator. This role is responsible for overseeing the development, implementation, and monitoring of accessibility initiatives, as well as ensuring the Municipality's ongoing compliance with the AODA.

The O.REG 191/11: Integrated Accessibility Standards regulation comprises five (5) standards. This is now law, and requirements are being phased in each year:

- The **Information and Communications Standard** will help Ontario businesses and organizations make their information more accessible.
- The **Employment Standard** will help Ontario businesses and organizations make accessibility a regular part of their recruitment, hiring, and supporting of employees with disabilities.
- The **Transportation Standard** will make travel more accessible in Ontario.
- The **Design of Public Spaces Standard** will make it easier for persons with disabilities to move through, use, and enjoy our community public spaces.
- The **Customer Service Standard** will make it easier for persons with disabilities to obtain services and have their needs met accordingly.

### Highlights from 2025:

Below is a summary of the 2025 accessibility action items from the 2022–2026 Multi-Year Plan, as well as other initiatives completed this year. Together, these efforts highlight the Municipality's continued commitment to creating a barrier-free community. Initiatives completed in earlier years are not listed.

## **National Accessibility Week**

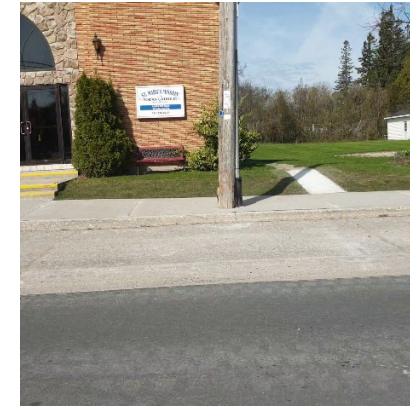
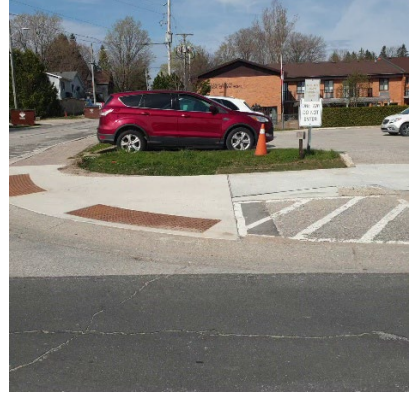
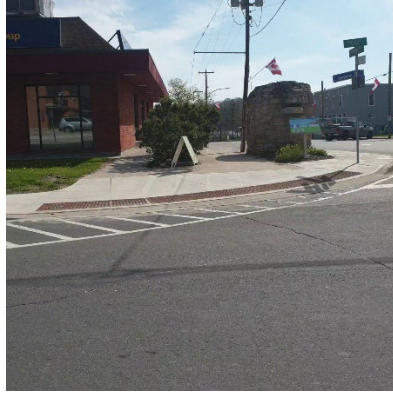
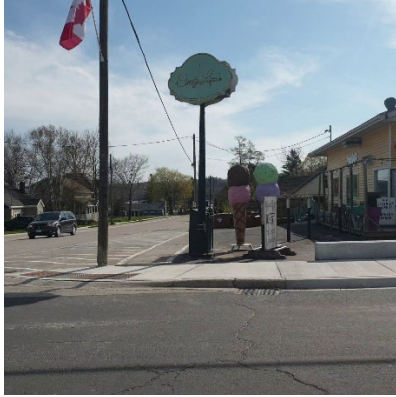
- National Accessibility Week, taking place from May 25-31, 2025, was promoted via the Municipality's website and social media pages.

## **Information and Communications:**

- Completion of a comprehensive audit to assess and enhance the accessibility of the municipal website.
- Staff training was completed on creating accessible documents and communications using tools like Microsoft Word and Excel.
- Continued publication of Council Meeting Highlights and printing of minutes in the *Bruce Peninsula Press*.
- Continued hosting of public meetings, both virtual and in-person, to gather community feedback on key Council decisions.
- Ongoing use of the municipal website, virtual newsletters and Facebook page to share important municipal information and updates.
- Continued promotion of the Municipality as an equal opportunity employer committed to an inclusive, barrier-free recruitment and selection process, while actively encouraging applications from individuals with disabilities.
- Ongoing support for and participation in local job fairs to connect with potential applicants and promote municipal employment opportunities.
- Continued use of web-based meetings to increase participation and accessibility for all individuals.
  - A telephone (call-in) option and the acceptance of written correspondence remain available for participants.
- Ongoing upgrades to Council Chamber audio and video technology to support livestreaming, closed captioning, and meeting recordings, allowing the public to easily watch, engage, or access recorded sessions afterward.
- Continued use of ALT text and the implementation of optical character recognition (OCR) to improve document accessibility.
- Ongoing use of an electronic records management system to enhance accessibility, organization, and efficiency in records management practices.

## **Transportation:**

- Ongoing completion of the Lion's Head sidewalk construction project.
  - Sidewalks are wheelchair, walker, and stroller accessible.
- Installation of Wheelchair Traffic Sign on the East Road in response to a request from a community member.



***New curb ramps and sidewalks installed for the Lion's Head Sidewalk Project***



***Wheelchair Traffic Sign installed in 2025***

## Design of Public Spaces:

- Completed construction of 2 new playgrounds in Ferndale and Pike Bay with the assistance of a \$125,000 grant from the Enabling Accessibility Fund.
  - Playgrounds equipment designs include wheelchair accessible ramps with handrails, accessible step decks, inclusive swing seats, accessible ground elements and surfacing at each location.
  - Meets CAN/CSA-Z614 standards including Annex H recommended minimum number and type of ground-level play components on accessible routes and required elevated components.
- Completed construction of an accessible ramp onto the Harbourside Music Stage in Lion's Head for persons (musicians and public) of all abilities to be able to participate and use the stage for events and picnic/rest area views of the waterfront.
- Installed 10 new Haul-all Hide-a-Bag II stations throughout Lion's Head in 2025
  - Tilted design improves access and meets AODA compliance,
  - Bear-proof design,
  - 10 new stations were installed throughout Tobermory in 2024.
- Installed 283 linear feet of new docks at Lion's Head Marina (Docks A and B), featuring Thruflow decking and accessible aluminum ramps with handrails, enhancing accessibility for individuals of all abilities.



***New Ferndale Park Playground***



***New Pike Bay Park Playground***



***Harbourside Music Stage with new accessible ramp***



***New Haul-all Hide-a-Bag II Stations***



***Newly constructed Docks A and B at the Lion's Head Marina***

### **Facilities:**

- **Rotary Hall – New Concrete Entrance Patio, Ramp, and Accessible Doorway (Ongoing):** Construction of a new engineered concrete patio, ramp, and sidewalks at the front and side entrances, designed to meet accessibility standards.
  - Includes installation of a new accessible front entrance door with exterior and interior operator buttons.
- **Red Schoolhouse Art Gallery – New Concrete Entrance and Ramp (Ongoing):** Construction of new concrete front entrance stairs, ramp, and railing to improve accessibility.

### **Customer Service:**

- Ongoing accessible customer service training for all staff members.
- Continuous implementation of new software and digital tools to improve and streamline customer service, including options such as online by-law complaint submissions.
- Continued use of accessible, fillable forms available on the municipal website.
- Ongoing availability of paper copies of documents upon request to ensure accessibility for all residents.
- Regular distribution of monthly newsletters, Council Highlights, and municipal bulletins in the *Bruce Peninsula Press* to keep the community informed through accessible communication channels.
- The Municipality provides multiple ways for residents to connect with staff or book appointments, by phone, web conference, email, or in person, ensuring accessible service for all.
- Members of the public are encouraged to contact the Municipality if information or assistance is needed in an alternative format.

**Complaints:**

No formal accessibility complaints were filed in 2025.

**Budget Implications:**

Funds needed to meet accessibility standards are allocated annually through the accessibility budget.

**Municipal Strategic Commitment:**

1. Creating a strong & resilient economy
2. Maintaining a transparent & responsible government.
3. Supporting the sustainability of environment and infrastructure.
4. Building a safe & vibrant community

Respectfully submitted:

*Lindsay Forbes*

Lindsay Forbes  
Deputy Clerk

Reviewed by:

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Municipal Clerk

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Chief Administrative Officer