



Staff Report

Administration – Human Resources

Report To: COW- Admin, Corp and Finance, SI, Comm. Services
Meeting Date: October 6, 2025
Report Number: ADM.25.068
Title: Integrated Accessibility Standards Regulation – Multi-Year Accessibility Plan 2025-2029
Prepared by: Jennifer Patton, Health and Safety and Human Resources Advisor

A. Recommendations

THAT Council receive Staff Report ADM.25.068, entitled “Integrated Accessibility Standards Regulation – Multi-Year Accessibility Plan 2025-2029”;

AND THAT Council endorse the Town’s Multi-Year Accessibility Plan 2025-2029 as attached to this report.

B. Overview

The Town of The Blue Mountains is required to have a multi-year accessibility plan under the Accessibility for Ontarians with Disabilities Act (AODA). The new Multi-Year Accessibility Plan 2025-2029 will guide the Town beyond compliance and ensure accessibility is an integral part of the Town’s programs and services. This plan outlines what progress has been achieved during the previous five-year accessibility plan and outlines the steps the Town can take to maintain compliance, meet changing regulations, and improve accessibility of services.

C. Background

The Town’s Multi-Year Accessibility Plan helps identify and remove barriers in our services and comply with the incoming standards of the AODA. The Town continues to be committed to providing programming and services that consider the diverse needs and abilities of the people we serve.

The AODA sets a roadmap for an accessible Ontario by 2025. This is to be achieved through mandatory standards that the Town needs to meet, specifically:

- Customer Service
- Information and Communication
- Employment
- Transportation

- Design of Public Spaces

In addition to the requirements under the Design of Public Spaces Standard, the Town must follow the Ontario Building Code (OBC). The OBC was recently updated to improve barrier-free design and to ensure indoor spaces of building are accessible.

D. Analysis

The updated Multi-Year Accessibility Plan highlights the Town's accomplishments to date against each standard and sets out goals for improving practices and enhancing the accessibility of Town services.

Some of the goals for 2025-2029 include:

- Provide mandatory accessible customer service workshops for staff, council, volunteers, committees and local board members.
- Provide training to all staff on anti-bias training, bystander training, etc.
- Promote Specialized Transit provided within the Town.
- Formalize a working group with members of the public who can provide feedback on accessibility of existing public spaces as well as plans for future public spaces.

These goals have been developed in consultation with the Grey County Joint Accessibility Advisory Committee.

The Town's Multi-Year Accessibility Plan 2025-2029 was supported by the Grey County Accessibility Advisory Committee meeting on July 17, 2025 as noted in the meeting minutes attached. The Multi-Year Accessibility Plan 2025-2029 was also reviewed and supported by the Inclusion, Diversity, Equity, and Accessibility (IDEA) Committee.

Ongoing review and feedback are important to this plan to be effective. The Multi-Year Accessibility Plan should be considered a living document that is updated as required throughout the five-year plan period.

E. Strategic Priorities

1. Communication and Engagement

We will enhance communications and engagement between Town Staff, Town residents and stakeholders

2. Organizational Excellence

We will continually seek out ways to improve the internal organization of Town Staff and the management of Town assets.

3. Community

We will protect and enhance the community feel and the character of the Town, while ensuring the responsible use of resources and restoration of nature.

4. Quality of Life

We will foster a high quality of life for full-time and part-time residents of all ages and stages, while welcoming visitors.

F. Environmental Impacts

Not applicable.

G. Financial Impacts

The plan itself has no financial impacts. Implementation of the plan goals will have some financial impacts that will be determined annually with the setting of the budget.

H. In Consultation With

Sarah Traynor, Manager of Human Resources

Adam Smith, Chief Administrative Officer

I. Public Engagement

The topic of this Staff Report has not been the subject of a Public Meeting and/or a Public Information Centre as neither a Public Meeting nor a Public Information Centre are required. However, any comments regarding this report should be submitted to Jennifer Patton, Health and Safety and Human Resources Advisor hr@thebluemountains.ca.

J. Attached

1. Town of The Blue Mountains Multi-Year Accessibility Plan 2025-2029
2. Grey County Joint Accessibility Advisory Committee Minutes - July 17, 2025

Respectfully submitted,

Jennifer Patton
Health and Safety and Human Resources Advisor

Sarah Traynor
Manager of Human Resources

For more information, please contact:
Jennifer Patton, Health and Safety and Human Resources Advisor
hr@thebluemountains.ca
519-599-3131 extension 265

Report Approval Details

Document Title:	ADM.25.068 Integrated Accessibility Standards Regulation - Multi-Year Accessibility Plan 2025-2029.docx
Attachments:	- Attachment-1-Town-of-the-Blue-Mountains-Multi-Year-Accessibility-Plan-2025-2029.pdf - Attachment-2-Grey-County-Joint-Accessibility-Advisory-Committee-Minutes-July-17-2025.pdf
Final Approval Date:	Sep 25, 2025

This report and all of its attachments were approved and signed as outlined below:

No Signature found

Jennifer Patton - Sep 22, 2025 - 1:28 PM

Sarah Traynor - Sep 25, 2025 - 9:00 AM

No Signature - Task assigned to Adam Smith was completed by delegate Tim Hendry

Adam Smith - Sep 25, 2025 - 9:16 AM