



The Corporation of the
Town of Milton

Appendix A
2025 Accessibility Status Report
2023-2028 Multi-Year
Accessibility Plan



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2025 Accessibility Status Report

Ontario Regulation 191/11 - Integrated Accessibility Standards Regulation (IASR) under the Accessibility for Ontarians with Disabilities Act (AODA) requires municipalities with 50 or more employees to create a written multi-year accessibility plan that outlines the steps the municipality will take to prevent and remove barriers to accessibility. The IASR also requires annual status reports on the progress of measures taken to implement the plan.

This 2025 accessibility status report provides an update on the actions the Town of Milton (the Town) has taken to implement the Town's 2023-2028 Municipal Multi-Year Accessibility Plan, which details the Town's strategy for meeting AODA and IASR requirements. This report will be posted on the Town of Milton's website. The 2023-2028 Municipal Multi-Year Accessibility Plan is also available on milton.ca.

Legislation

Ontarians with Disabilities Act

The Ontarians with Disabilities Act (ODA) was established in 2001 to improve opportunities for persons with disabilities. Effective December 1, 2015, twelve sections of the ODA were repealed as they were duplicated by the AODA or the IASR. This change has reduced the administrative burden on municipalities.

Accessibility for Ontarians with Disabilities Act

In 2005, the Ontario Government passed the AODA to benefit all Ontarians by developing, implementing and enforcing accessibility standards. These standards work to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025.

Ontario Regulation 191/11 – Integrated Accessibility Standards Regulation

The IASR was enacted in July 2011 and establishes accessibility standards for information and communications, employment, transportation, the design of public spaces and customer service. The requirements apply to the public, private and not for profit sectors and have compliance dates ranging from 2011 to 2021.



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More information on the AODA and the IASR can be found on <https://www.milton.ca/en/town-hall/town-hall-accessibility.aspx>

Town of Milton's Accessibility Advisory Committee (MAAC)

The AODA requires that municipalities with a population of over 10,000 people must establish an accessibility advisory committee to advise Town Council on the preparation of accessibility plans and the achievement of actions within the plan.

The three main activities of an accessibility advisory committee are to:

1. Advise Town Council about the requirements and implementation of accessibility standards and the preparation of accessibility reports and other matters on which Council might seek its advice;
2. Review site plans and drawings described in Section 41 of the Planning Act; and
3. Perform all other functions that are specified in the Regulations.

MAAC, established in 2002, is a volunteer citizen advisory committee. It is comprised of between 5 and 7 members, the majority of which must be persons with disabilities, and one Town Council representative. Members are appointed by Council for their knowledge, experience and dedication to eliminating barriers and promoting universal accessibility.

MAAC's mandate is to advise Council and staff on the promotion and facilitation of a barrier-free town for citizens of all abilities, including persons with disabilities.

Information related to the activities of MAAC are included within the status update provided below.

2025 Town of Milton's Status Updates

2023-2028 Multi-year Accessibility Plan	Status Updates
Preparing an annual update on the Multi-Year Accessibility Plan, as required by the IASR	This report is prepared for this purpose.
Submitting compliance reports to the Province in 2023, 2025 and 2027, demonstrating compliance with components of the IASR	The Town has submitted the compliance report for 2025 and will submit the 2027 compliance report by end of 2027, as required by the Ministry for Seniors and Accessibility.



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2023-2028 Multi-year Accessibility Plan	Status Updates
Reviewing existing accessibility procedures and updating them, as required	The Town continues to monitor and review existing accessibility policies to be in compliance with the AODA and IASR.
Continuing to provide training to new staff on the IASR and the Ontario Human Rights Code as part of the Town's onboarding process	The Town provides AODA/IASR awareness training for its employees through its online training platform. The content of the AODA/IASR training courses will continue to be reviewed and updated by the vendor (HR Downloads) to ensure the information remains current. Completion of the training course is a mandatory requirement of the new hire process for employees. Some of the onboarding modules for new hires are: • AODA Customer Service Standards Training • IASR: Information and Communications Standards and Employment Standards • Understanding Human Rights Training (AODA Edition)
Consulting with and seeking the input of MAAC on physical improvement projects and other Town initiatives	In 2025, MAAC provided comments on 22 site plan reviews, including accessible parking spaces and accessible paths of travel. Comments were provided to Planning staff. MAAC also provided comments on accessibility features in parks and received updates on the accessibility requirements in the Town's zoning by-laws and the Ontario Building Code. In addition, the Engineering and Parks Standards Manual (Standards) is updated frequently to ensure that municipal infrastructure



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2023-2028 Multi-year Accessibility Plan		Status Updates
		is designed and constructed in accordance with the AODA and industry best practices by implementing the design recommendations outlined in the AODA and the Accessibility for Ontarians with Disabilities Design of Public Spaces Standards (AODA-DOPS). One example is the establishment of minimum horizontal and vertical clear passageways for Town infrastructure such as sidewalks, trails, and walkways into buildings.
Monitoring the review of accessibility legislation by the Province to determine impacts to the Town and reporting to Town Council, as appropriate		The Town continued to monitor changes to legislation. Changes to the Ontario Building Code introduced in 2024 enhanced barrier-free accessibility requirements for new construction and major renovations, aligning Ontario's standards with the 2020 National Construction Codes.
Complying with the accessibility requirements set out in the Municipal Elections Act, 1996 when conducting municipal and school board elections		Prior to planning for the 2026 Municipal Election, Town staff consulted with MAAC on the Accessibility Plan and the measures being implemented to make the election more accessible, and sought its input to identify, remove, and prevent barriers for candidates and voters with disabilities. The Accessibility Plan is posted on the Town of Milton election page.
Continuing to share information and network with accessibility staff from Halton's municipalities, the Ontario Network of Accessibility Professionals (ONAP) and the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO)		Town staff continue to participate in the ONAP network and have completed accessibility training through Accessibility Services Canada on creating accessible Word documents and PDFs, including how document creators can support the production of accessible PDFs.



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2023-2028 Multi-year Accessibility Plan	Status Updates
Updating all Town of Milton websites to WCAG 2.0 Level AA by January 1, 2021	All Town of Milton websites are WCAG 2.0 Level AA compliant as of Jan. 1, 2021 The Town is currently conducting a website redevelopment project that will result in an updated content management system. As part of the RFP process, WCAG 2.0 Level AA is required, to ensure our website is accessible to our residents and partners and meets legislative requirements.
Working with the Town's web services vendor to make web page accessibility checking an automated step in page publication	As part of the Town's daily operations, Siteimprove is used to monitor and maintain accessibility compliance. When an issue is identified through Siteimprove, the Town works to resolve it promptly. If the issue resides within the external content management system, the Town works with its vendor to ensure compliance.
Implementing a periodic spot check of web page accessibility by staff	As part of the Town's daily operations, all Town content and documents are required to be accessible before publication. Where content is provided by a third party, the Town works with the partner or vendor to ensure compliance. Where this is not possible, the Town posts a statement on the web page indicating that alternative formats are available upon request.
Continuing to take advantage of learning opportunities provided by the Accessibility Directorate of Ontario and accessibility forums	Staff continue to take part in formal and informal learning opportunities provided by AMCTO, as well as accessibility training through Cure for Gravity on making documents accessible and document remediation, and through Accessibility Services Canada.



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Next Steps

Town staff will continue to meet the requirements of the AODA and IASR and undertake further actions to prevent and eliminate barriers for persons with disabilities. These actions include the following:

- Preparing an annual update on the Multi-Year Accessibility Plan, as required by the IASR;
- Submitting compliance reports to the Province in 2023, 2025 and 2027, demonstrating compliance with components of the IASR;
- Reviewing existing accessibility procedures and updating them, as required;
- Continuing to provide training to new staff on the IASR and the Ontario Human Rights Code as part of the Town's onboarding process;
- Continuing to maintain annual Transit Accessibility Plan as required by IASR;
- Consulting with and seeking the input of MAAC on physical improvement projects and other Town initiatives;
- Monitoring the review of accessibility legislation by the Province to determine impacts to the Town and reporting to Town Council, as appropriate;
- Complying with the accessibility requirements set out in the Municipal Elections Act, 1996 when conducting any municipal and school board election;
- Continuing to share information and network with accessibility staff from Halton's municipalities, the Ontario Network of Accessibility Professionals and the Association of Municipal Managers, Clerks and Treasurers of Ontario;
- Continuing to ensure all Town of Milton websites and social media accounts are compliant with IASR;
- Continuing to take advantage of learning opportunities provided by the Accessibility Directorate of Ontario and accessibility forums.