



Corporation of the Town of Huntsville
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2023-2027 Muskoka Heritage Place Accessibility Plan

Exerts from the Town of Huntsville’s Accessibility Plan, adopted by Council on September 25, 2023.

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Appendix A 2023-2027 Accessibility Plan –Achievements to Date

1.0 Statement of Commitment

The Town of Huntsville is committed to promoting an inclusive community that is dedicated to pursuing healthy and balanced lifestyles for everyone. It is committed to meeting the obligations outlined in the AODA and will work towards incorporating these requirements into the Town of Huntsville Accessibility Plan.

As an entity of the Town, the Muskoka Heritage Place (MHP) embraces these same commitments and is governed by the Town's policies, procedures and by-laws. Below are excerpts and links to those documents that inform the MHP's practices and help ensure that the museum is providing accessibility services to its visitors.

2.0 Key Contact

Natalie Little, Committee Coordinator

- Telephone: (705) 789-1751 Ext. 2368
- Fax: (705) 789-6689
- E-mail address: natalie.little@huntsville.ca

3.0 Plan Consultation

The [2023-2027 Accessibility Plan](#) has been developed and updated by Town Staff and the Town of Huntsville Accessibility Advisory Committee. It includes recommendations proposed by the Accessibility Advisory Committee (AAC) as well as any legislative requirements. Each item identified within the plan is subject to budget approval.

The Accessibility Plan is reviewed annually in conjunction with the Budget process to ensure adequate funding is available for mandatory projects. The Staff member who can be contacted regarding any questions on this plan is Natalie Little, Committee Coordinator. Please refer back to 2.0 Key Contact for further contact information.

4.0 Customer Service Standards

By-law 2009-125: [Accessibility Standards for Customer Service Policy](#) was drafted in accordance with the Accessibility Standards for Customer Service (Ontario Regulation 429/07) and sets out standards for Town of Huntsville staff and volunteers, including those of the MHP, related to:

- the provision of goods and services to persons with disabilities;
- the use of assistive devices by persons with disabilities;

- the use of service animals by persons with disabilities;
- the use of support persons by persons with disabilities;
- notice of temporary disruptions in services and facilities;
- training;
- customer feedback regarding the provision of goods and services to persons with disabilities; and
- notice of availability and format of documents.

A number of those specific to the MHP are described below and on our website.

5.0 Access to Muskoka Museum

- Our main entrance and parking lot for the **Muskoka Museum** and the Pioneer Village is at **88 Brunel Road, Huntsville, Ontario** (Google Map)
- Drop-off and pick-up area is directly in front of our gate and admissions building
- Designated accessible parking spaces available in the main parking lot
- Museum and restrooms are fully accessible
- Muskoka Museum offers translations in English and French
- Village site map translations available in English, French, Japanese, Dutch, German

6.0 Access to Pioneer Village

- Our main entrance and parking lot for the **Pioneer Village** and Muskoka Museum is at **88 Brunel Road, Huntsville, Ontario**
- Drop-off and pick-up area at our main gate
- Designated accessible parking spaces available in the main parking lot
- Restrooms are fully accessible
- Some buildings ramped for wheelchair access
- Large-print site booklets are available

The Pioneer Village walking route is hard packed gravel and fairly level. A few considerations:

- There is a hill leading from the village to the train
- There are grass covered and rising areas leading to several buildings that those using a standard non-motorized wheelchair may find difficult without assistance

Visitors with mobility disabilities who wish to visit the village and ride the train may want to consider driving to the train station before or after your village visit. Those requiring assistant are asked to contact admissions.

7.0 Access to Train/station and Steam Museum

- [Rotary Village Train Station](#) is at [100 Forbes Hill Drive, Huntsville, Ontario](#) (Google Map); just down the street from our main entrance
- Drop-off and pick-up area is directly in front of the station
- Parking area is across the street or if travelling by bus, you may drop your **group** off at the station
- Designated accessible parking spaces directly across from our train station on Forbes Hill Drive
- Train station, platform, and restroom facilities are fully accessible
- Train coaches accommodate up to two (2) standard wheelchairs or 1 motorized scooter/power assisted chair
- "Iroquois" train is accessible with ramp access for wheelchairs
- Those requiring assistant are asked to contact admissions.

8.0 Service animals

Registered service animals are welcome on the property and within our buildings. You may be asked by staff to provide documentation from a regulated health professional to confirm that the animal is a service animal. This is in compliance with *Section 80.47 of the Integrated Accessibility Standard Regulation*

9.0 Website accessibility

New and returning online visitors are important to us. To help improve your online experience, we have put together a list of optional tools you can use to help navigate websites.

- Text sizing tool to make font larger or smaller
- [Google Translate](#) for language barriers
- [NVDA](#) free of charge screen reader
- [Adobe Reader for PDFs](#), free of charge text reader

Other resources are available on the [Town of Huntsville website](#).

Any document found on our website or that we provide, can be made available by request, in a different format. [Make a request for an alternate format document](#).

10.0 Improving access for everyone

We continue to search for new ways to improve access to our site for everyone. With late 1800s to early 1900s construction practices and our commitment to protect and care for the artifacts, we may not alter the physical structures of our buildings.

Large print photo guide books are available. These will assist in delivering a more complete experience for our visitors with disabilities, who may be unable to gain entry to areas of our site as needed.

11.0 2023-2027 Priorities

The Town of Huntsville regularly updates its accessibility plan to meet the evolving needs of our residents and visitors. The [2023-2027 Accessibility Plan](#) addresses many forms of barriers including attitudinal, communication, physical, policy, programmatic, social, and transportation. The following relate to the provision of services at the Muskoka Heritage Place.

12.0 Corporate-wide Objectives

- a) Access to Information & Service - Accessible Online Applications (Design, Development and Content) (IASR – Part II - Information and Communications s.14)

Recommended Budget Year to be Addressed: Ongoing

Estimate for all Town of Huntsville online applications:

- Ongoing accessibility auditing and maintenance costs: unknown, cost is per application, and is dependent on individual vendor.

Barrier Type: Technological

Department: Each department in ownership of; or that has signed a contractual agreement for an online application.

Method of Addressing:

- The Town of Huntsville shall make their online applications, as well as the content within, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA.
- Ongoing review and maintenance of the tools and content are required to ensure the application is meeting guidelines, objectives, best practices, and legislated requirements.

- The Town will make every effort to work with contractors/owners of sites and applications, as well as their site development team(s) to ensure ongoing maintenance and compliance at (WCAG) 2.0 level AA.
- An Accessibility Information and Communication policy will establish internal standards and is planned to be completed with the Communication Strategy.

b) Diversity, Equity, and Inclusion

Recommended Budget Year to be Addressed: Ongoing
Estimated:

- Project costs: For training – To be determined
- Ongoing operation costs: unknown

Barrier Type: Attitudinal and Systemic

Department: HR

Method of Addressing:

- The current Human Resources Policies in place state the commitment to addressing diversity, equity and inclusivity more specifically the: Discrimination Policy, Equal Employment Opportunity Policy, Workplace Harassment and Discrimination Policy and Program and Workplace Violence and Abuse Policy and Program. The Town also complies to all provincial and federal legislation.
- We will continue to schedule corporate training, as deemed necessary, based on the policies, procedures and legislation with respect to diversity, equity and inclusion.

13.0 Muskoka Heritage Place Objectives

a) Access to MHP - Programs

Recommended Budget Year to be Addressed: Ongoing

Estimated Project costs: To be determined based on method of programming.

Barrier Type: Communication, Information

Method of Addressing:

- Staff will continue to work with individuals and groups to provide access to information on the site.
- Continue to research alternative methods of programming such as Multi-Sensory Tours as mentioned by John Rae, First Vice President, of the Alliance for Equality of Blind Canadians, in the Ontario Historical Society Bulletin.

b) Access to Heritage Buildings – Ramps and alternatives

Estimated Project costs: Estimated budget \$10,000 - \$15,000.

Barrier Type: Architectural, Physical

Method of Addressing:

- MHP has re-thought the decision to ramp the Maw House due to inaccessibility through the door. Current proximity to building by wheelchair or scooter allows for interior view.
- MHP continues to research ways to make portions of the General Store and the Darling House accessible. MHP Operations Group has discussed plans to build a ramp and platform to the back entrance of the Hares House. Technology is being explored in 2024 to improve accessibility to 2nd storeys and buildings without ramps.

c) Access to Heritage Buildings – Accessible Doors

MHP continues to investigate ways to make the admissions office and the train station wheelchair accessible. Lever Style door handles and Automatic (accessible) door openers (and the correspondingly appropriate signage) to be included in the facility's ongoing upgrades.

Barrier Type: Architectural, Physical

Method of Addressing:

i. Lever style door handles

Estimated Project costs: To be completed within the approved budget (\$10,000 yearly for door repair and \$10,000 yearly for new additions)

Barrier Type: Communication, Physical, Information

Method of Addressing:

- Each year, facilities budget to replace existing door handles within the system based on condition assessment and need. Staff will look to prioritize the train station over the next 5 years.

ii. Automatic (accessible) door opener

Recommended Budget Year to be Addressed: Ongoing.

Estimated Project costs: Cost per door is \$5000. To be completed within the approved budget (same budget as noted in item c) i)

Barrier Type: Communication, Physical, Information

Method of Addressing:

- Each year, facilities budget to replace existing door handles within the system based on condition assessment and need. Staff will look to prioritize the train station over the next 5 years.

iii. Full door replacement

Recommended Budget Year to be Addressed: 2024, 2025.

Estimated Project costs: Cost per door is \$18,000.

Barrier Type: Communication, Physical, Information

Method of Addressing:

- Each year, facilities budget to replace existing door handles within the system based on condition assessment and need. Staff will look to prioritize the MHP main building over the next 2 years.

d) Access to Services – Directional Signage

Recommended Budget Year to be Addressed: MHP is part of the Town's Wayfinding Project being advanced over the next 3 years.

Estimated Project costs: None at this time

Barrier Type: Information

Department: Marketing

Method of Addressing:

- With the finalization of the Corporate Signage Policy, staff are determining what signage needs to be changed and/or added, as well as associated costs, and will replace the signage upon budget approval.
- Staff resources and budgeted funds are required to complete this task.

e) Access to Websites (Content) (IASR – Part II - Information and Communications s.14)

Recommended Budget Year to be Addressed: Ongoing

Estimate for Town website, Algonquin Theatre website and Muskoka Heritage Place website:

- Ongoing accessibility maintenance costs for content: Staff time to maintain, \$2,945 annual Siteimprove subscription (Huntsville Public Library is included in this cost) which covers automatic auditing and suggestive content fixes for maintaining Level AA accessibility compliance.
- On-going pdf remediation and training for staff required to ensure that new content is accessible at the start

Barrier Type: Technological

Department: Marketing and other departments that have editing access to content on a website

Method of Addressing:

- The Town conducts annual audits to address accessible web content. t and will endeavor to create accessible content that complies with (WCAG) 2.0 level AA.
- An Accessibility Information and Communication procedure will establish internal standards.