

**THE CORPORATION OF THE  
MUNICIPALITY OF WAWA**

**BY-LAW NO. 3241-19**

**BEING A BY-LAW** to adopt Municipality of Wawa Policy No. PR-007:  
AODA Multi-Year Accessibility.

**WHEREAS** the *Municipal Act, S.O. 2001, Chapter 25, Section 8*, provides the powers of a municipality under this or any other Act shall be interpreted broadly so as to confer broad authority on the municipality to enable the municipality to govern its affairs as it considers appropriate and to enhance the municipality's ability to respond to municipal issues;

**AND WHEREAS** the *Municipal Act, S.O. 2001, Chapter 25, Section 9*, provides that a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act;

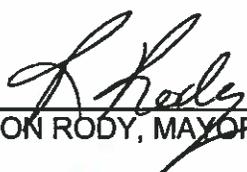
**AND WHEREAS** The Corporation of the Municipality of Wawa recognizes the need to establish a policy in accordance with the *Accessibility for Ontarians with Disabilities Act*;

**NOWHEREFORE** the Council of The Corporation of the Municipality of Wawa enacts as follows:

1. **THAT** Municipality of Wawa By-Law No. 2963-17 be and is hereby repealed.
2. **THAT** Policy No. PR-007: AODA Multi-Year Accessibility herein attached as Schedule "A" to this By-Law and forming an integral part of this By-Law, be adopted.
3. **THAT** the Mayor and Clerk be and they are hereby authorized to sign this By-Law and to affix the corporate seal thereto.
4. **THAT** this By-Law is enacted upon the third and final reading hereof.

**READ** a first, second and third time and be finally passed this 5<sup>th</sup> day of November, 2019.



  
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RON RODY, MAYOR

  
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CATHY CYR, CLERK



**The Corporation of the Municipality of Wawa**  
*Policy Manual*

<b>POLICY TITLE:</b>	AODA Multi-Year Accessibility
<b>SUBJECT:</b>	Integrated Accessibility Standards
<b>POLICY NO.</b>	PR-007
<b>EFFECTIVE DATE:</b>	November 5, 2019
<b>ENACTED BY:</b>	By-Law No. 3241-19

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## 1. Policy Statement

The Municipality of Wawa is committed to being responsive to the needs of all its residents and employees. To meet the needs of those with disabilities the Municipality of Wawa will:

- Ensure its policies, practices, and procedures provide for dignity, independence, integration, and equal opportunity for people with disabilities.
- Identify, prevent, and remove barriers for people with disabilities in accessing and using municipal goods, services, programs, and facilities.
- Accommodate the accessibility needs of persons with disabilities to ensure that they can obtain, use, or benefit from municipal goods, services, programs, and facilities and that they can do so in a timely manner, at a cost no greater than that for people without disabilities.
- Develop and train municipal employees on providing accessible goods, services, programs, and facilities.

This policy provides guidance on how the Municipality will work to ensure all its goods, services, programs and facilities are provided in an inclusive manner that takes into the account the needs of people with disabilities and requirements of the standards developed under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11.

## 2. Definitions

- a) "**Municipality**" means the Municipality of Wawa, but does not include local boards. Local boards may adopt this policy at their discretion.
- b) "**Disability**" means as defined in section 10 of the *Human Rights Code*, R.S.O. 1990, c. H.19.
- c) "**Facility or Service Disruption**" means a planned or unplanned unavailability of facilities, programs or services provided or operated by or on behalf of the Municipality, including but not limited to, washroom facilities that are closed, elevators that are inoperable, and websites that are unavailable.

- d) **"Service Animal"** means a guide dog, as defined in section 1 of the *Blind Persons' Rights Act*, R.S.O. 1990, c.B.7; or an animal used by a person with a disability, including but not limited to a dog, if:
- i. It is readily apparent that such animal is used by the person for reasons relating to his or her disability; or
  - ii. The person provides a letter from a physician or nurse confirming that the person requires such animal for reasons relating to his or her disability.
- e) **"Support Person"** means a person who accompanies a person with a disability in order to help with communication, mobility, personal care, medical needs or access to goods, services, programs or facilities.

### 3. Purpose

The Municipality recognizes the diverse needs of all its residents and strives to provide goods, services, programs and facilities that are accessible to all. The Municipality is committed to ensuring that its goods and services are provided in an accessible manner according to the requirements of the standards developed under the *Accessibility for Ontarians with Disabilities Act*, 2005, S.O. 2005, c.11.

### 4. Principles

The Municipality will develop policies, practices, and procedures which contribute to ensuring that goods, services, programs, and facilities are accessible for persons with disabilities. The following principles will be met when developing such policies, practices, and procedures:

#### 4.1 Accessibility Planning

The Municipality will establish, implement, maintain and document a multi-year accessibility plan in accordance with the *Accessibility for Ontarians with Disabilities Act*, 2005. The multi-year accessibility plan will outline the ways the Municipality will prevent and remove barriers and meet the requirements of the standards developed under the *Accessibility for Ontarians with Disabilities Act*, 2005.

The Municipality will establish, review, and update the multi-year accessibility plan in consultation with persons with disabilities and review and update the plan at least once every five years. The CAO will prepare an

annual status update report on the progress of measures taken to implement the multi-year accessibility plan and will post the plan and the status update reports on the municipal website. Accessible formats of the plan and reports will be made available upon request.

#### **4.2 Accessible Customer Service**

The will Municipality will make reasonable efforts to ensure the following:

- That goods and services are provided in a manner that respects the dignity and independence of people with disabilities.
- That the provision of goods and services to people with disabilities, and to others, are integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods and services.
- That people with disabilities are given an opportunity equal to that given to others, to obtain, use and benefit from the goods and services. Note: Equal opportunity may require an individual accommodation in addition to this policy.

#### **4.3 Procurement**

Whenever possible, the Municipality will incorporate accessibility criteria and features when procuring or acquiring goods, services, and facilities. When it is not practicable to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, the Municipality will provide, upon request, an explanation for this action. Further, the Municipality will incorporate accessibility features when designing, procuring or acquiring self-service kiosks.

#### **4.4 Employee Development (Training)**

Municipal employees and volunteers, those who participate in developing the Municipal policies and procedures and all other persons who provide goods, services or facilities on behalf of the Municipality will be trained in accordance with Accessibility Standards for Customer Service and the Integrated Accessibility Standards, as well as other regulations under the *Accessibility for Ontarians with Disabilities Act, 2005*.

The Municipality will log and retain records which will record the details of the training provided, as well as the name of the person, location, and date the training was completed.

## **4.5 Alternate Formats**

The Municipality will provide information that it produces or controls, in formats that take into account the disabilities of members of the public requesting the information. The Municipality will provide these alternate formats in a timely manner and at a cost no more than the cost of the original format of the information. Municipal material printed in-house or produced on behalf of the Municipality for the public should contain a note indicating, "Alternate formats are available upon request in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*" and include relevant contact information. The Municipality and the person with a disability requesting the document will agree upon the format to be used for the document or information. The timeframe attached to the process to convert the document to an alternate format may vary depending on the media, the size, complexity, quality, and number of the source documents to be converted.

When it is not practicable to provide an alternate format, the Municipality will provide an explanation and a summary of the document in an accessible format.

## **4.6 Communication Supports**

The Municipality will provide communication supports to members of the public, upon request. It will provide the support in a timely manner, and in consultation with the person to determine suitability of the communication support so that it takes his or her disability into account. The Municipality will not charge a cost that is more than the regular cost charged to other persons. Should municipal employees be unable to obtain the requested communication support, they will work with the requestor to determine a practicable and appropriate method for communication.

## **4.7 Support Persons**

The Municipality will permit a person with a disability to be accompanied by a Support Person in all Municipality owned and operated public facilities. The Municipality reserves the right to request that a person with a disability be accompanied by a Support Person, in the event that accompaniment is necessary to protect the health and safety of the person with the disability or others on the premises. The Municipality will provide notification of any applicable admission fees or fares that apply to Support Persons by posting such admission fees or fares where all other fees or fares are posted.

## **4.8 Service Animals**

Service Animals may enter into all municipal owned or operated facilities where the public is allowed unless it is otherwise excluded by law. If a Service Animal is excluded from premises by law, the Municipality will, upon request, use reasonable efforts to ensure that other measures are available to enable the person with the disability to obtain, use or benefit from the municipal program, service, or facility. Appropriate “other measures” will be addressed on a case by case basis.

If the Service Animal is not kept under control, employees may use their discretion to request that the Service Animal, accompanied by a person, leave the premises until the Service Animal is under control. If the Service Animal has bitten another person or animal or is a menace to the safety of other persons or animals, the Service Animal, accompanied by a person, may be required to leave the premises. If this occurs, the person would be permitted to continue to access the Municipality goods or services without the Service Animal. In addition, Municipal employees will, upon request, consider alternate accommodations for the person in such circumstances. The Municipality may refuse to permit the Service Animal to accompany the person until such time as the person has demonstrated to the Municipality that the issue has been resolved and steps have been taken to correct the situation. The person could present the Municipality with a letter from a veterinarian and physician or nurse that explains how the issue has been resolved and the steps taken to correct the situation. If a conflict should arise concerning a Service Animal, employees will attempt to balance the needs of all persons involved by following conflict resolution strategies. These strategies will include collecting appropriate information from all persons involved and observing the rights of all individuals involved according to the *Human Rights Code and the Canadian Human Rights Act*, R.S.C. 1985.

## **4.9 Use of Assistive Devices**

The Municipality will allow people with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the Municipality. Should a person with a disability be unable to access the Municipality’s services through the use of his or her own personal assistive device, the Municipality will assess service delivery and potential service options to meet the needs of the individual.

#### **4.10 Accessible Workplace**

The Municipality will establish policies, practices, and procedures that ensure that the Municipality remains an inclusive workplace for people with disabilities. These policies, practices, and procedures will:

- Ensure that the recruitment process is inclusive of people with disabilities.
- Inform employees of supports available for employees with disabilities.
- Appropriately accommodate employees with disabilities in the areas of:
  - Workplace emergency response information,
  - Information and communications needed to perform jobs or that are generally available to employees in the workplace, and
  - Any other accommodations required.
- Take into account employee accommodations in:
  - Performance management,
  - Career development and advancement, and
  - Redeployment.
- Develop and implement a return to work process for employees who have been absent from work due to disability and require disability-related accommodations in order to return to work.

#### **4.11 Transportation**

The Municipality will develop and maintain policies and procedures unique to its public transit service and that are required in the regulations under the *Accessibility for Ontarians with Disabilities Act, 2005*.

#### **4.12 Accessibility Standards for the Built Environment**

The Municipality is committed to providing a universally accessible built environment at its facilities.

#### **4.13 Emergency Information**

The Municipality will provide publicly available emergency procedures, plans or public safety information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

#### **4.14 Notice of Temporary Service Disruptions**

The Municipality is aware that the operation of its goods, services or facilities is important to the public. However, temporary disruptions in the provision of municipal goods, services or facilities may occur. It will make reasonable effort to provide notice to the public of the disruption. The notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that may be available. The Municipality will make reasonable effort to provide advance notice of planned disruption. In situations of unplanned disruption, advance notice may not be possible. In such instances, the Municipality will provide notice as soon as possible. The Municipality will provide notice by posting the information in visible places and/or on the Municipality's website as soon as reasonably possible.

#### **4.15 Policy and Plan Feedback**

The Municipality values the feedback from the public. Feedback from a member of the public about the delivery of goods, services or facilities to persons with disabilities may be submitted by telephone, in person, in writing, in electronic format, or through other methods to accommodate a person's disability. Response to the feedback will be provided in the same method it was received and will outline the actions taken to resolve the concern, if any. The Municipality shall ensure that feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request.

### **5. Contact Information**

For more information about this policy or questions related to accessibility at the Municipality please contact:

Chief Administrative Officer or Clerk, Municipality of Wawa, 40 Broadway Avenue, Wawa, POS 1K0, [info@wawa.cc](mailto:info@wawa.cc), Telephone: 705-856-2244.

## 6. Policy Adoption and Review Guidelines

This policy shall be reviewed by Council when the Accessibility Plan is reviewed, or once every five (5) years or as accessibility legislation changes.

### **Policy Adoption and Review Guidelines**

Date of Adoption by Council	By-Law No.	Date of Most Recent Review by Council	Changes Made Yes/No
June 7, 2016	2963-16	October 2019	Yes

### **References to Other Policies or By-laws**

Policy Title	Policy Number	By-Law
Accessible Customer Service	PR-006	2500-11
Health & Safety Policy	PE-006	2041-07

