



# **MULTI-YEAR ACCESSIBILITY PLAN**

**2025 – 2029**

*Approved on November 19, 2024*

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## **1. Introduction**

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA), was enacted to develop, implement, and enforce provincial Accessibility Standards to achieve accessibility for all Ontarians with disabilities with respect to receiving goods, services, accessing facilities, receiving accommodations, gaining employment, entering buildings and structures, and using transportation throughout Ontario by the year 2025.

Accessibility Standards include the Accessible Customer Service Standard (O. Reg. 429/07), the Integrated Accessibility Standard Regulation (O. Reg. 191/11) as well as the Information & Communication, Transportation, Employment and the Design of Public Spaces Standards.

Under the Integrated Accessibility Standards Regulation (IASR), the Municipality of Wawa (Municipality) is required to establish, implement, and maintain a multi-year accessibility plan. This plan outlines the Municipality's strategy and commitment to identify and remove accessibility barriers and meet the requirements under the AODA and IASR.

Through the AODA, Ontario is working to make the province fully accessible for people with disabilities and standards have been developed that must be followed to identify, remove and prevent barriers so that people with disabilities have more opportunities to participate in everyday life. In accordance with Integrated Accessibility Standard Regulation (IASR), the Municipality of Wawa will implement the following:

- ❖ Develop and post a multi-year accessibility plan on its website ([www.wawa.cc](http://www.wawa.cc));
- ❖ Provide the plan in an accessible format upon request;
- ❖ Review and update the plan at least once every five years in consultation with persons with disabilities; and
- ❖ Prepare an annual status report on achievements to meeting the plan objectives and post it on the municipal website.

The Municipality of Wawa will develop a multi-year plan every five years that includes considering the following accessibility standards:

- ✚ Customer Service
- ✚ Information and Communication
- ✚ Employment
- ✚ Transportation
- ✚ The Built Environment

This Plan describes the measures that the Municipality of Wawa may undertake to identify, remove and prevent barriers so that municipal goods, services, facilities, employment opportunities, documents, programs and transportation are accessible to persons with disabilities.

## **2. Statement of Commitment:**

The Municipality of Wawa is committed to treating all people in a way that allows them to maintain their dignity and independence. Council and staff believes in equal opportunity for all and are committed to meeting the needs of people with disabilities in a timely and dignified manner and commits to do so by preventing and removing barriers to accessibility and meeting the requirements of the Accessibility for Ontarians with Disabilities Act, 2005.

This Plan applies to all members of Council and staff of the Municipality and all contractors will give consideration to the requirements of AODA.

## **3. Goals and Objectives**

The Wawa Multi-Year Accessibility Plan includes a summary of the accessibility initiatives completed in the past five years and those that are planned for the next five years, from 2025 to 2029. It also outlines the goals and objectives of the Municipality to meet the IASR and AODA regulations.

The following are the goals and objectives of the Wawa Accessibility Plan 2025-2029.

### **Accessibility Training:**

The Municipality is committed to provide training to Municipal Council, all employees and every volunteer and third parties such as contractors on Ontario's accessibility laws (AODA) and aspects of the Ontario Human Rights Code that relate to persons with disabilities. The Municipality has and will continue to train council, employees and volunteers on accessibility as it relates to their specific roles.

The Municipality is also committed to implementing a process to ensure that all members of Council, employees, volunteers, all other persons who provide goods, services or facilities on behalf of the Municipality are provided with appropriate training on the requirements of the IASR and AODA as it pertains to persons with disabilities, and that they are provided with such training as

soon as practicable. For employees, the training will occur upon hiring and annually and for members of Council, upon election during initiation training. The Municipality will document and maintain a record of the training provided, including the dates provided and individuals who received the training. Training will also be provided whenever changes to Accessibility Policies and laws occur or upon request.

### **Procurement and Self-Serve Kiosks:**

The Municipality has and will continue to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, including self-serve kiosks. The Municipality will incorporate accessibility features/consider accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

### **Information and Communication:**

The Municipality will communicate with people with disabilities upon request in the manner suitable for the individual. It will provide information about the organization and its services, including public safety information, in accessible formats or with communication supports. It will also meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

### **Employment:**

The Municipality will continue to notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

The Municipality will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees. Where needed, it will also provide customized emergency information to help an employee with a disability during an emergency.

### **Design of Public Spaces:**

The Municipality will meet accessibility laws when building or making major changes, substantial construction, to public spaces. Public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds

- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible on and off-street public parking
- Service-related elements like service counters and waiting areas
- Municipal buildings

#### **4. Past Accomplishments**

See Schedule "A" Past Accomplishment

#### **5. Future Planned Actions**

See Schedule "B" Future Planned Actions

#### **6. Review and Monitoring**

The Municipality is committed to following through with this Plan. This Plan will be reviewed and updated at least once every five years and Council, staff and the public will assess its effectiveness and reflect changing community requirements. An annual status report on the progress on implementing this Plan will be available on the Municipal website and at the Municipal Office.

The Municipality will prepare an accessibility report for submission to the Ontario Government every two years. The report will include how we have met the goals, commitments and the legislative requirements for those periods, as laid out in the plan.

Staff will also monitor and evaluate any feedback we have received throughout the year related to accessibility. This information may be integrated into our accessibility reports. Any comments on our accomplishments and plans are welcome and will be considered in our ongoing accessibility planning.

## **APPENDIX A**

### **PAST ACCESSIBILITY COMPLIANCE ACHIEVEMENTS**

Past accessibility achievements to remove and prevent barriers and improve accessibility in Wawa include the following;

- a) An accessible chair lift was installed and repaired at the MMCC Community Centre.
- b) Wording continued to be added to municipal job advertisements to include accessibility and accommodation options.
- c) An Accessibility Tab was added to our Contact Us page on [www.wawa.cc](http://www.wawa.cc) for feedback on accessibility.
- d) Accessible employment practices are included in recruitment, assessment and selection processes. Candidates are advised of the availability of accommodations for interviews and when making offers of employment to potential new employees.
- e) Council and employees have been trained on accessibility policies to support those with disabilities, individualized accommodations and accommodation plans for council and employees with disabilities, individualized emergency plans for those with disabilities and the provision of accessible formats and communication supports completed.
- f) Training in the requirements of AODA and IASR was provided to all council and staff during orientation and is reviewed with staff annually.
- g) A Return-to-Work policy was developed and shared with all staff.
- h) Accessibility training was included in new employee and Council during on-boarding.
- i) Accessible customer service was provided.
- j) Upon request, the Municipality provides publicly available emergency information like evacuation plans or brochures, in an accessible format.
- k) An audio-visual system was installed in Council Chambers to ensure all may participate and hear meetings.

- l) Additional handicap parking spaces in the Downtown Wawa area were installed.
- m) Provided accessible and customized emergency information to employees upon request.
- n) Implemented Voyent Emergency Alert system so all residents may receive alerts in alternate formats.
- o) Purchased new accessible van for public transit.

## **APPENDIX B**

### **FUTURE ACTIVITIES PLANNED 2025-2029**

- a) Remove barriers at existing municipal facilities and infrastructure including undertake washroom renovations, add ramps and install automatic door openers at municipal buildings including;
- Wawa Airport Terminal
  - Tourist Information Centre
  - Municipal Town Hall
  - Wawa Public Library
  - Public Works Facility
- b) Continue to review and remove barriers from municipal services and programs that are identified by users as having such.
- c) Ensure all municipal sidewalks that are rehabilitated, replaced and reconstructed are completed to current engineering standards to provide a safe uniform walking surface which incorporates barrier free ramps at each intersection.
- d) Purchase accessible picnic tables and benches for parks, sidewalks, public spaces and beaches when replaced.
- e) Continue to make public spaces accessible when redeveloped including;
- ✚ recreational trails and beach access routes
  - ✚ outdoor public use eating areas
  - ✚ outdoor play spaces
  - ✚ on and off-street parking areas
  - ✚ service counters
  - ✚ fixed waiting lines
  - ✚ waiting areas with fixed seating
- f) Update the Wawa Accessibility Plan and Accessibility Policy and review all municipal accessibility policies and provide annual status updates to Council and the community on the municipal website.



- g) Complete a plan to make the Municipal Building Hall at 40 Broadway Accessible as much as possible during redevelopment and installation of a lift and other accessibility features recommended by professionals knowledgeable with best practices to achieve accessibility.
- h) Add railings at the entrance area to MMCC that is sloped.
- i) Meet with seniors and others during the next five years to ensure accessibility needs are met and as identified in Wawa Age-Friendly Plan.
- j) Ensure all members of Council elected in the Fall of 2026 are trained and aware of the Accessibility Plan and policies of the Municipality.
- k) Review regularly all the accessibility policies of the Municipality and update as required, ensuring all staff receive annual training.
- l) Other accessibility improvements will be incorporated into this Plan when identified and approved by Council.
- m) Relocate Municipal Council Chambers to the lower level at 40 Broadway to make the space more accessible which may include the addition of an accessible washroom, accessible entrance door and use of accessible technology.

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