



*The Corporation of the Municipality of Wawa  
Staff Report*

*Clerk/Director of  
Corporate Services*

<b>Prepared For: Council</b>	<b>Report No.: CC-2022-02</b>
<b>Agenda Date: April 5, 2022</b>	<b>File No.: C07</b>

**Subject**

The Municipality of Wawa was required to submit an Accessibility Report in 2022 for the year 2021 to the Ministry for Seniors and Accessibility. On March 1, 2022, the Municipality of Wawa received an Order from the Ministry stating the municipality was in non-compliance with the legislation as it related to Employment Policies.

**List of Stakeholders**

The list of Stakeholders includes:

The Municipality of Wawa  
Employees and Contractors for the Municipality of Wawa  
Mayor and Council

**Summary of Recommendation**

**RESOLVED THAT** it is recommended to Council that it:

1. Receive Staff Report CC 2022-02: Corporate Accessibility Policy; and
2. Approve Policy No. PR-006: Corporate Accessibility Policy and its Appendices to the policy.

<b>Respectfully Submitted By:</b> Cathy Cyr, Clerk	<b>Reviewed By:</b> Maury O'Neill, CAO
Name/Signature/Title 	Supervisor's Name/Signature/Title 

## Background

The Municipality of Wawa is required to submit an Accessibility Compliance Report in 2022 for the year 2021 to the Ministry for Seniors and Accessibility. The compliance report was submitted, and Ministry issued an order to the Municipality indicating it was non-compliant with its Employment Policies in accordance with the Integrated Accessibility Standards, s. 27 and 29.

In 2005, the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), was passed by the Provincial Government with the intent of achieving accessibility with respect to goods, services, facilities, employment, buildings, structures and premises by January 1, 2025. The AODA is supported by the Integrated Accessibility Regulation No. 191/11 (IASR), consisting of standards addressing customer service, information and communication, employment, design of public spaces, built environment and transportation.

Because the Municipality was issued an order under the AODA legislation, staff determined the development of one “all-inclusive” Corporate Accessibility Policy would be more practical to guidance the Municipality on how it will ensure all goods, services, programs and facilities are approached in an inclusive manner that takes into account the needs of persons with disabilities.

The new policy complies with the AODA legislation, which is a roadmap for an accessible Ontario by 2025.

## Analysis

The Customer Service Standard became law (O.R. 429/07) on January 1, 2008, and the Municipality complied with this requirement in October, 2011.

Information & Communication, Employment and Transportation are part of the Integrated Accessibility Standard Regulation (O.R. 191/11) which aligns and phases-in accessibility requirements, and it came into effect on July 1, 2011.

The design of public spaces and built environment accessibility focuses on removing barriers in two areas:

- a. Public Spaces: Applies to new construction or major renovations being designed for outdoor spaces. This came into effect on January 1, 2016.
- b. Buildings: As of January 1, 2015, all new construction and renovations would be subject to updated accessibility requirements.

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***New to the Accessibility Policy***

**Accessibility Advisory Committee:** The establishment of an Advisory Committee consisting of Mayor, CAO and Clerk. This committee would advise Council about the requirements and implementation of the accessibility standards, providing reports to Council and provide educational information to Council.

**Accessibility Planning:** Review the Multi-Year Accessibility Plan and provide annual update to the actions taken by the Municipality to meet the plan. This staff report would be reviewed and accepted by Council on annual basis. This report would be posted on the Municipal Website.

**Accessible Formats and Communication Supports:** Added to the accessibility policy is a list of organizations which can assist the municipality with converting materials to convertible formats. For example, for a person with a hearing impairment we have the ability to utilize the Bell Relay Service. Bell Relay acts as the link between the TTY and telephone users. The operator would receive a typed message from the TTY user and read the message to the telephone user (the municipality), and then listen to the response from us, and type the message back to the TTY user. This service is free and does not require users to be Bell customers. Keeping in mind accessible formats and communication supports shall be provided in a timely manner, we must be cognizant of the individuals needs and the cost to provide an accessible format should be no more than the regular cost charged to others. If it is cost-prohibitive, then staff would work with the customer to determine an appropriate method of communication.

**Training:** Although training is required to staff, the Municipality is required to ensure Council, committee/board members and third party contractors also received the required accessibility training. Training will occur over the next few months for current months.

**Admission Fees:** The admission fee for a support person is waived for any municipal event or program when accompanying an individual as a support person.

**Assistive Devices:** The municipality will accommodate personal assisted devices. If the Municipality purchases devices for public use, then it shall be maintained in good working order and the public shall be informed of their availability. An example of an assistive device may be a wheelchair or magnifying screen.

**Contractors:** Any contractor or third party who are involved in developing policies, practices and procedures that govern the provision of goods and services on behalf of the Municipality will receive training on the accessible provision of its goods and services. An example of a contractor who provides

services is garbage collection. The garbage collection contractor would be required to be trained in Customer Service.

**Notice of Service Disruption:** In the event there is a service disruption in the availability of facilities, programs, services or goods used by persons with disabilities, the Municipality shall give notice of the reason for the disruption, date of disruption, anticipated duration of disruption and a description of alternative facilities or services available. For example, the wheelchair lift is unavailable at the community centre, a ramp may be required on the southside of the building so individuals may access the arena surface, or use the front entrance for access to the meeting room.

**Service Animals:** The Municipality does accommodate the use of service animals in most municipal facilities and notices are posted on the entrance doors of those facilities.

With respect to the Order issued by the AODA, we failed in the areas of Employment (Workplace Emergency Response and Return to Work Accommodations).

**Workplace Emergency Response:** If an employee has a disability and a workplace response is necessary, then the Municipality is required to provide accommodation to assist the individual. The emergency response review for the individual would be required if they change work locations. When an employee identifies a barrier that could arise in an emergency situation and provides a suggestion on how to overcome the barrier, the Municipality would determine the type of accommodation or assistance required for the individual. Example, an employee who has asthma may require assistance during a fire or exposure to fumes. This person may require a buddy who knows where the individual's medication is stored or provide assistance exiting a smoke fill building. Of course, the individual must provide consent to the Municipality to share their information with anyone designated to help them during an emergency.

**Return to Work – Accommodation Plan:** The Municipality is required to have in place a return to work process for employees returning to work due to disability or requiring disability-related accommodations. A complete questionnaire was developed to assist in determining the needs for an Accommodation Plan.

### Policies Affecting the Matter

PR-007	<b>AODA – Multi-Year Accessibility</b> Integrated Accessibility Standards	June 7, 2016	3241-19
HR-004	<b>Employee Orientation</b> Orientation of new employees	August 9, 2016	2979-16
HS-012	<b>Standards and Procedures - Fire Safety Plan</b>	April 14, 2007	2041-07
HS-026	<b>Early and Safe Return to Work</b>	April 14, 2007	2041-07

**Recommendation**

It is the recommendation that Council accept the staff report and adopt the Corporate Accessibility Policies and its Appendices to meet the requirements of the provincial Order received by the AODA.

A training program is being developed and will be provided to all staff, council, committee and board members, and third party contractors for the Municipality. It is recommended that Council accept the recommendation to implement the training program using AccessON materials.