



STAFF REPORT **Municipality of Wawa**

Maury O'Neill, CAO-Clerk



To: Mayor and Council	Report No.: CAO 2025
Date: December 16, 2025	Council Meeting: Dec. 16, 2025

2025 Annual Municipal Accessibility Report

Introduction and Background

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.

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.

In accordance with Integrated Accessibility Standard Regulation (IASR), the Municipality of Wawa must also: **Prepare an annual status report on achievements to meeting the plan objectives and post it on the municipal website.**

The Municipality of Wawa adopted its Multi-Year Accessibility Plan for the period 2025 to 2029 and the following is the 2025 Annual Status Report regarding efforts to achieve the Plan's goals and objectives.

2025 Activities

The following summarizes achievements made in 2025:

- Provided annual AODA training to all staff in June 2025.
- Posted available job opportunities, offering accessible and alternative formats and accommodation upon request.

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- Continued to improve and provide accessible sidewalks and curb cuts throughout the community, including Churchill and Nyman Streets.
 - Continued with a review of Town Hall to ensure upgrades are made to the building to improve its accessibility. An application to renovate the main level washrooms to make them accessible was submitted in Q3 2025.
 - Council Chambers and meetings were relocated to the main level board room at 40 Broadway to improve accessibility for the public to attend public and council meetings.
 - Staff continued to live-stream all Council and Committee Meetings via YouTube. Members of the public may participate in meetings remotely through Zoom or view the meetings through YouTube Channel.
 - Installed new benches in the downtown core to provide accessible seating areas.
 - Continued to work with the Wawa Seniors' Goose Club to find a new location for the Club to improve accessibility. A new location with accessibility features has been located for lease starting March 2026.
 - The Wawa Age-Friendly Committee continues to meet and advocate for changes in the community to improve seniors' accessible communications (e.g. electronic sign at arena).
 - Planning is underway to make the Wawa Tourist Centre accessible with proposed designs and construction planned to be started in 2026-07.

Plans to improve community accessibility for 2026 include;

- Review all AODA policies to ensure accessibility compliance.
- Ensure that new facilities, programs, and services are designed and created considering AODA and regulatory requirements.
- Continue to provide resources and training to staff, committees, contractors and volunteers to promote awareness regarding accessibility requirements.
- Ensure in November 2025 that new Councillors are trained on the AODA and all related accessibility policies as part of a comprehensive onboarding program.
- Increase the use of online customer portals or electronic billing, to send billing electronically to customers.

Recommendation

That the 2025 Annual Accessibility Report be received by Council for information and posted on the Municipal website.

Maury O'Neill
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