



**The Corporation of the  
Municipality of Wawa**

# **Multi-Year Accessibility Plan 2019 – 2024**



# **Municipality of Wawa**

## **Accessibility Plan**

### **2019 – 2024**

#### **Purpose of the Wawa Accessibility Plan:**

The purpose of the *Ontarians with Disabilities Act, 2001*, (AODA) is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers. To this end, the AODA mandates that each Municipality prepare an annual accessibility plan. In 2005, a second piece of legislation, the *Accessibility for Ontarians with Disabilities Act, 2005*, (AODA) was enacted. Through the AODA, Ontario is working to make the province fully accessible for people with disabilities by 2025. Under the Act, 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.

The Integrated Accessibility Standard requires the Municipality of Wawa to develop a multi-year plan every five years. Through its multi-year accessibility plan, the Municipality aims to become barrier free by 2025. This includes complying with 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 goods, services, facilities, accommodation, employment, buildings, structures and premises are accessible to persons with disabilities.

#### **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. We believe in integration and equal opportunity and are committed to meeting the needs of people with disabilities in a timely manner, and shall do so by preventing and removing barriers to accessibility and meeting the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*.

## **2019 to 2024 Wawa Accessibility Plan**

### **Introduction:**

The Wawa Accessibility Plan includes a summary of the accessibility initiatives completed in the past and the future plans of the Municipality for the next five years, from 2019 to 2024. Wawa is fully committed to continuing to increase accessibility in the community and meeting the requirements of the AODA and associated regulations.

The Municipality of Wawa is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

The following are the goals and objectives of the Wawa Accessibility Plan for 2019 to 2024.

### **Training:**

The Municipality is committed to training staff and volunteers in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities. It has and will continue to train employees and volunteers on accessibility as it relates to their specific roles.

### **Procurement:**

The Municipality has and will continue to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, including self-serve kiosks. If it is not possible and practical to do so, we will provide an explanation upon request.

### **Self-Service 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 in ways that take into account their disability. When asked, we will provide information about our 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 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 in provincial parks and local communities
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off-street parking
- Accessible on-street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

## **Past Accomplishments and Achievements to Meet Accessibility**

See Schedule "A" Past Achievements

## **Future Planned Actions/Activities**

See Schedule "B" Future Planned Actions/Activities

## **Review and Monitoring**

Council is committed to following through with this plan. This plan will be reviewed and updated at least once every five years, allowing Council, staff and the public to 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 as well as at the Municipal Office.

## **APPENDIX A**

### **PAST ACCESSIBILITY COMPLIANCE ACHIEVEMENTS**

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

- An accessible chair lift was repaired at the Community Centre in 2019.
- Wording was added to Municipal job advertisements to include accessibility and accommodation options.
- On June 7, 2016, Council approved the IASR Multi-Year Policy and it was posted to the municipal website.
- An Accessibility Tab has been added to our Contact Us page for feedback on our accessibility.
- 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.
- Employees have been informed of new accessibility policies to support employees with disabilities, individualized accommodations and accommodation plans for employees with disabilities, individualized emergency plans for employees with disabilities and the provision of accessible formats and communication supports.
- Training in all of the requirements of the Integrated Accessibility Standards Regulation (IASR) will be provided to all staff and volunteers (by date)
- A Return to Work policy has been developed and will be distributed to all staff during IASR training.
- Accessibility training is included in new employee on-boarding.
- Accessible customer service was provided and is continued to be provided.
- When asked, the Municipality provides publicly available emergency information like evacuation plans or brochures, in an accessible format.
- When necessary, provides accessible and customized emergency information. You should provide this information as soon as an employee asks for it or when you become aware an employee may need accommodation in an emergency.

## **Appendix "B"**

### **Future Goals and Planned Actions**

- Continue to review and monitor the overall accessibility in our community and our communications to ensure the identification, removal, and prevention of barriers.
- Continue to make new or redeveloped public spaces accessible
  - recreational trails and beach access routes
  - outdoor public use eating areas
  - outdoor play spaces
  - public outdoor paths of travel
  - on and off street parking areas
  - service counters
  - fixed waiting lines
  - waiting areas with fixed seating
- Update Accessibility Plan and Multi-Year Accessibility Policy in 2024 and provide annual status updates.
- Website accessibility will be increased to WCAG level AA by January 1, 2021.
- The Municipality will have completed its plan to make the Municipal Building Hall at 40 Broadway Accessible including on all levels as much possible during redevelopment and installation of a lift and other accessibility features recommended by professionals knowledgeable with best practices to achieve accessibility.
- Form an Accessibility Committee of Council to provide recommendations on future needs and policy reviews.
- An audio-visual system will be installed in Council Chambers to ensure all may participate and hear meetings.
- Additional handicap parking spaces that are more convenient will be installed.