



THE REGIONAL MUNICIPALITY OF NIAGARA

COUNCIL WEEKLY CORRESPONDENCE DISTRIBUTION

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If you require any accommodations for a disability in order to attend or participate in meetings or events, please contact the Accessibility Advisor at 905-980-6000 ext. 3252 (office), 289-929-8376 (cellphone) or accessibility@niagararegion.ca (email).

Memorandum

CWCD 2026-24

Subject: 2025 Accessibility Compliance Report and Update

Date: Friday, February 20, 2026

To: Regional Council

From: Tammy Dumas, Accessibility Advisor

The purpose of this memorandum is to provide Regional Council with information regarding:

- The submission of the Region's 2025 Accessibility for Ontarians with Disabilities Act (AODA) Compliance Report; and
- An update on the progress of the Niagara Region [Multi-Year Accessibility Plan \(MYAP\)](https://www.niagararegion.ca/living/accessibility/multi-year-accessibility-plan.aspx) (<https://www.niagararegion.ca/living/accessibility/multi-year-accessibility-plan.aspx>)

Background Information

The Accessibility for Ontarians with Disabilities Act (AODA), 2005 is provincial legislation that was developed with the aim to make the province of Ontario fully accessible by the year 2025. The Integrated Accessibility Standard Regulation (IASR), Ontario Regulation 191/11 of the AODA, requires that municipalities and businesses with one or more employees comply with accessibility standards. The standards are outlined in five key areas of living including Customer Service, Information and Communication, Employment, the Design of Public Spaces, and Transportation.

As a municipality, in addition to complying with the accessibility standards, Niagara Region is also required to:

- Establish an accessibility advisory committee with most of the members being people with a disability.
- Develop a Multi-Year Accessibility Plan (MYAP) that outlines the activities required to remove barriers to the Region's goods, services and facilities for persons with a disability.
- Consult with the public on the MYAP.

- Provide an annual update on the MYAP to the public.
- Submit a compliance report to the Ministry of Seniors and Accessibility every two years.
- Update the MYAP every five years.

Niagara Region's MYAP was updated in 2024. The plan includes 31 actions in 13 priority areas intended to remove barriers to Regional buildings and services. It was developed following consultation with the Niagara Region Accessibility Advisory Committee, local area municipality accessibility advisory committees, Region employees and the public. An Information Report ([PDS 32-2024](#)) was received by Regional Council on December 12, 2024. (<https://pub-niagararegion.escibemeetings.com/filestream.ashx?DocumentId=40351>)

2025 AODA Compliance Reporting

Niagara Region's 2025 AODA compliance report was submitted to the Province on December 19, 2025. In this report, the Region reported compliance with the requirements of the Customer Service, Employment, Design of Public Spaces and Transportation standards. Non-compliance was reported on the Information and Communication standard; specifically, non-conformance to the Web Content Accessibility Guidelines (WCAG) 2.0 AA. The Region also reported non-compliance with this standard in 2023.

A plan for web compliance was established with the Ministry for Seniors and Accessibility in late 2024. Accessibility continues to be integrated throughout all information and communication processes. Sustained efforts have been made to ensure all Regional web content, web applications and web-based media conform to WCAG 2.0 AA. Specific activities are listed below under the Information and Communications update.

2025 Multi-Year Accessibility Plan Status Update

Implementation of the actions identified in the five-year plan are progressing well. Of the thirty-one action items, twenty percent are complete. Fifty-two percent are on track or in progress. An overview of the accessibility accomplishments is provided below.

General

- External scan completed of municipal accessibility policies, procedures and trainings to inform corporate policy updates.
- Quarterly training schedule and materials on document accessibility developed and implemented.
- The Accessibility section on the corporate intranet (Vine) was updated to support the implementation of the 2024-2029 MYAP.

Customer Service

- Updated provincial training modules on the AODA added to MyLearning, the corporate learning management system for staff education.
- Customer service training procedures reviewed.
- External and internal scan completed on best practices for planning and conducting accessible meetings. Learnings will inform the development of new resources for staff.

Information and Communication

- New training developed and continuously delivered for employees on creating documents, reports and presentations that are web accessible. Over 400 employees trained.
- New online and desk top resources created for staff on document and web accessibility.
- Ongoing automated checking of the Region's current website to identify accessibility barriers.
- New corporate website in development that will prioritize accessibility.
- Accessibility audits conducted on three Region websites by Access Labs of the Canadian National Institute for the Blind (CNIB).
- Remediation and deactivation plan for inaccessible sites and content developed.

Employment

- Diversity, Equity and Inclusion workplace culture initiatives shared with staff groups and the Niagara Region's Accessibility Advisory Committee to obtain insights and feedback.
- Review of internal processes on workplace emergency planning for employees with disabilities to identify areas for improvement.
- New accessibility and disability resources shared through the Health and Wellness and Accessibility sections of the corporate intranet (Vine).

Design of Public Spaces

- Facility Accessible Design Standards (FADS) updated. The Niagara Region Universal Design Standards approved for use in Region construction and re-development projects.
- Entered Phase four of the Accessible Facilities Project. Ninety percent of Region facilities have now been audited for accessibility.
- Master accessibility index to be compiled following completion of building accessibility audits.
- Three new universal washrooms at Child Care service facilities are near completion.
- Upgrades and additions to the Welland transit station, including universal washroom, updated customer service area and updated staff area in the design phase.
- Strobe installations installed at thirty Region locations as part of the Audible Visual Fire Alarm project.
- Corporate education campaign initiated to raise awareness about the negative health impacts experienced by people with scent and fragrance sensitivities.

Transportation

- Online survey developed, following consultation with Niagara Region's Accessibility Advisory Committee, to gather information from people with disabilities about accessible taxi use in Niagara.

Respectfully submitted and signed by

Tammy Dumas
Accessibility Advisor

Appendices

Appendix 1 Accessibility Compliance Report Niagara Region 2025

Accessibility Compliance Report

You can use one form to file an accessibility compliance report for up to 20 organizations. To do so, you need each organization's:

- legal name
- business number (BN9) or AODA identifier
- number of employees in Ontario
- address

Each organization must have the same:

- organization category
- number of employees range (e.g. 20-49, 50+)
- certifier
- answers to all of the accessibility compliance questions

If not, you will need to complete a separate form for each organization.

Organization information

Table 1: Organization category, number of employee range and reporting year

Organization Category (required)	Number of employee range (required)	Reporting year (required)
Designated Public Sector	50+ employees	2025 DPS

Business details

How to count your employees?

In your employee count, include all:

- full-time employees
- part-time employees
- seasonal employees
- contract workers

Do not count:

- employees outside Ontario
- volunteers
- independent contractors
- organizations with zero (0) employees are not required to submit an Accessibility Compliance Report and should submit an Organization Profile Update instead.

How to find my CRA business number?

You can find your BN9 number by:

- Logging into the CRA My Business Account
- Checking your GST/HST or Corporation Notice of Assessment under Notice Details
- Checking your GST/HST credit notice
- To learn more, visit Business number - Business number - Canada.ca (https://www.canada.ca/en/services/taxes/business-number.html?utm_campaign=not-applicable&utm_medium=vanity-url&utm_source=canada-ca_business-number)

How to find your industry?

You can search for North American Industry Classification (NAICS) codes using the Statistics Canada website (<https://www23.statcan.gc.ca/imdb/p3VD.pl?Function=getVD&TVD=1369825>)

Ministry for Seniors and Accessibility

Designated Public Sector Accessibility Compliance Report

Table 2: Organization business details (maximum up to 20)

Item Number	Organization legal name (required)	Number of employees in Ontario (required)	Business number (BN9) or AODA identifier (required)	Operating / business name	Organization Sector (required)	Subsector (required)	Industry Group (required)
Item # 1	The Regional Municipality of Niagara	3765	122161698	Niagara Region	91 - Public Administration	913 - Local, Municipal and Regional Public Administration	9139 - Other Local, Municipal and Regional Public Administration

Ministry for Seniors and Accessibility

Designated Public Sector Accessibility Compliance Report

Business address

Address at which letters can be sent to the company director/officer accountable for the organization's compliance with the AODA.

Table 3: Organization business address (maximum up to 20)

Item Number	Organization legal name (required)	Address line 1 (required)	Address line 2	City (required)	Province or State (required)	Postal code or Zip code (required)	Country (required)
Item # 1	The Regional Municipality of Niagara	1815 Sir Isaac Brock Way		St. Catharines	ON (Ontario)	L2N 4T7	Canada

Mailing address

Address where letters can be sent to the person responsible for coordinating the organization's AODA compliance activities.

Table 4: Organization mailing address (maximum up to 20)

Item Number	Organization legal name (required)	Address line 1 (required)	Address line 2	City (required)	Province or State (required)	Postal code or Zip code (required)	Country (required)
Item # 1	The Regional Municipality of Niagara	1815 Sir Isaac Brock Way		St. Catharines	ON (Ontario)	L2N 4T7	Canada

Understanding accessibility requirements

Before you begin your report, you can learn about your accessibility requirements at [ontario.ca/accessibility](https://www.ontario.ca/page/accessibility) (<https://www.ontario.ca/page/accessibility-in-ontario>)

Additional accessibility requirements apply if you are:

- a library board (<https://www.ontario.ca/page/how-make-information-accessible#section-7>)
- a producer of education material (e.g. textbooks) (<https://www.ontario.ca/page/how-make-information-accessible#section-6>)
- an education institution (e.g. school board, college, university or school) (<https://www.ontario.ca/page/how-make-information-accessible#section-6>)
- a municipality (<https://www.ontario.ca/page/accessibility-rules-public-sector-organizations>)

Is your organization a municipality? (required) ☒ Yes ☐ No (If answer is no, please go to Certification statement section)

Is your municipality submitting this report on behalf of any local boards (e.g., Library Board, Police Board)? (required) ☒ Yes ☐ No (If answer is no, please go to Certification statement section)

If you are a municipality submitting this report, and submitting on behalf of local boards, please indicate which boards below.

Board information

Please note you can provide up to 20 boards.

Table 5: Board information (maximum up to 20)

Item Number	Board Name (required)	Board Type (required) (e.g. Police Board, Library Board, Other (Please specify))	Date added (required) (yyyy-mm-dd)
Item # 1	Niagara Regional Police Service	Police board	2025-11-17

Ministry for Seniors and Accessibility

Designated Public Sector Accessibility Compliance Report

Item Number	Board Name (required)	Board Type (required) (e.g. Police Board, Library Board, Other (Please specify))	Date added (required) (yyyy-mm-dd)
Item # 2	Niagara Regional Housing	Housing	2025-11-17

Certification statement

Section 15 of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) requires that accessibility reports include a statement certifying that all the required information has been provided and is accurate, signed by a person with authority to bind the organization(s).

Note: It is an offence under the Act to provide false or misleading information in an accessibility report filed under the AODA.

The certifier may designate a primary contact for the Ministry for Seniors and Accessibility to contact the organization(s); otherwise, the certifier will be the main contact.

Certifier: Someone who can legally bind the organization(s).

Primary Contact: The person who will be the main contact for accessibility issues.

Acknowledgement

☒ I certify that all the information is accurate, and I have the authority to bind the organization (required)

Certification date (yyyy-mm-dd) (required) 2025-12-16

Certifier information

Table 6: Certifier information

Last name (required)	First name (required)	Position title (required)	Business phone number (required)	Business phone number extension	Email (required)	Alternate phone number	Alternate phone number extension	Fax number
Sergi	Michelle	Deputy CAO	905-980-6000		michelle.sergi@niagararegion.ca			

Primary contact for the organization(s)

☐ Check if the primary contact is same as the certifier

Table 7: Primary contact information

Last name (required)	First name (required)	Position title (required)	Business phone number (required)	Business phone number extension	Email (required)	Alternate phone number	Alternate phone number extension	Fax number
Dumas	Tammy	Accessibility Advisor	905-980-6000		tammy.dumas@niagararegion.ca			

Compliance questions

General Section

Is your organization in compliance with all applicable requirements of the General Section? ☒ Yes ☐ No

Resources for Question

- Read Ontario Regulation 191/11, Part I: General (<https://www.ontario.ca/laws/regulation/110191#BK0> ↗)
- Learn more about your requirements for question 1 (<https://www.ontario.ca/page/accessibility-rules-public-sector-organizations> ↗)
- Accessibility Policy Sample (<https://forms.mgcs.gov.on.ca/dataset/on00090> ↗)
- Designated Public Sector and Multi-Year Accessibility Plans (<https://forms.mgcs.gov.on.ca/dataset/on00120> ↗)
- Accessibility Training Requirements Checklist (<https://forms.mgcs.gov.on.ca/dataset/on00092> ↗)
- The Accessibility Standards Checklist (<https://forms.mgcs.gov.on.ca/dataset/on00125> ↗)

Comments for Question (Please provide additional details to support your answer)

Information and Communications Standards

Is your organization in compliance with all applicable requirements of the Information and Communications Standards? ☐ Yes ☒ No

Resources for Question

- Read Ontario Regulation 191/11, Part II: Information and Communications Standards (<https://www.ontario.ca/laws/regulation/110191#BK8> ↗)
- Accessible Educational and Training Resources and Materials Checklist (<https://forms.mgcs.gov.on.ca/dataset/on00119> ↗)
- World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 (<https://www.w3.org/WAI/standards-guidelines/wcag/> ↗)
- The Accessibility Standards Checklist (<https://forms.mgcs.gov.on.ca/dataset/on00125> ↗)

Ministry for Seniors and Accessibility

Designated Public Sector Accessibility Compliance Report

If answer for the question is no, please check all checkboxes that apply regarding your non-compliance:

- ☐ Accessible feedback
- ☐ Accessible alternative formats upon request
- ☒ Web Content Accessibility Guidelines (WCAG 2.0)
- ☐ Accessible formats of emergency and public safety information
- ☐ Requirements applicable to education and training institutions
- ☐ Requirements applicable to libraries
- ☐ Other (please specify):

Comments for Question (Please provide additional details to support your answer)

Niagara Region is currently developing a new corporate website, with an early 2026 estimated launch date. Accessibility continues to be a top priority for our site as we migrate to a content management system. The new platform aligns with the Web Content Accessibility Guidelines (WCAG) and updates automatically as WCAG evolves. As part of this project, an accessibility audit will be completed in partnership with Access Labs of the Canadian National Institute for the Blind (CNIB) before project completion. Other websites have been audited in 2025 by CNIB Access Labs and WCAG conformance plans and deactivation plans are underway for these sites. Extensive training and resources have been and continue to be provided to staff with regard to creating accessible digital content.

Employment Standards

Is your organization in compliance with all applicable requirements of the Employment Standards? ☒ Yes ☐ No

Resources for Question

- Read Ontario Regulation 191/11, Part III: Employment Standards (<https://www.ontario.ca/laws/regulation/110191#BK20> ↗)
- Learn more about your requirements for question 3 (<https://www.ontario.ca/page/accessibility-rules-public-sector-organizations#section-8> ↗)
- Sample Return to Work Process and Plan (<https://forms.mgcs.gov.on.ca/dataset/0047> ↗)
- Sample Accommodation Process and Plan (<https://forms.mgcs.gov.on.ca/dataset/0048> ↗)
- Providing Accessible Emergency Information to Staff (<https://forms.mgcs.gov.on.ca/dataset/on00032> ↗)

Ministry for Seniors and Accessibility

Designated Public Sector Accessibility Compliance Report

- Accessible Recruitment Process (<https://forms.mgcs.gov.on.ca/dataset/on00031> ↗)
- The Accessibility Standards Checklist (<https://forms.mgcs.gov.on.ca/dataset/on00125> ↗)

Comments for Question (Please provide additional details to support your answer)

Transportation Standards

- Does your organization provide transportation services, either directly or through a third party? ☒ Yes ☐ No
- Is your organization in compliance with all applicable requirements of the Transportation Standards? ☒ Yes ☐ No

Resources for Question

- Read Ontario Regulation 191/11, Part IV: Transportation Standards (<https://www.ontario.ca/laws/regulation/110191#BK34> ↗)
- Learn more about your requirements for question 4 (<https://www.ontario.ca/page/accessibility-rules-public-sector-organizations#section-10> ↗)
- Transportation Standards Reference Guide (<https://forms.mgcs.gov.on.ca/dataset/on00336> ↗)

Comments for Question (Please provide additional details to support your answer)

Niagara Region is reporting on compliance with the applicable requirements under Sections 79-80 of the Transportation Standard. The Niagara Transit Commission (NTC), a municipal service board established by Niagara Region Council through By-law No. 2022-38, has reporting responsibilities for the requirements under Sections 34-78 . The Transit Commission will report on compliance with those requirements in the NTC 2025 AODA compliance report submission.

Design of Public Spaces Standards

Is your organization in compliance with all applicable requirements of the Design of Public Spaces Standards? ☒ Yes ☐ No

Resources for Question

- Read Ontario Regulation 191/11, Part IV.1: Design of Public Spaces Standards (<https://www.ontario.ca/laws/regulation/110191#BK91> ↗)
- Learn more about the requirements for Question 5 (<https://www.ontario.ca/page/accessibility-rules-public-sector-organizations#section-11> ↗)
- Design of Public Spaces Standards (DOPS) Reference Guide (<https://forms.mgcs.gov.on.ca/dataset/on00335> ↗)

Comments for Question (Please provide additional details to support your answer)

Customer Service Standards

Is your organization in compliance with all applicable requirements of the Customer Service Standards? ☒ Yes ☐ No

Resources for Question

- Read Ontario Regulation 191/11, Part IV.2: Customer Service Standards (<https://www.ontario.ca/laws/regulation/110191#BK148> ↗)
- Learn more about your requirements for question 6 (<https://www.ontario.ca/page/accessibility-rules-public-sector-organizations#section-7> ↗)
- The Accessibility Standards Checklist (<https://forms.mgcs.gov.on.ca/dataset/on00125> ↗)

Comments for Question (Please provide additional details to support your answer)



February 19, 2026

In This Issue:

- Just launched: AMO's Leading with Respect Handguides.
- Webinar: AMO's Public Affairs and Advertising Campaign.
- Ontario Land Tribunal Announces AI Practice Update.
- Rural Ontario Development Fund.
- Geologic Carbon Storage Framework.
- Market Diversification and Trade Resiliency Initiative.
- Guidance for Responsible Use of Artificial Intelligence.
- AMO 2026: Conference Registration Open!
- Supporting your Run for Municipal Office in 2026: Resources and Workshops.
- OSUM Conference: Register Today!
- AMO Regional and Single-Tier Caucus Virtual Meet-Up: 2026.
- Navigating Conflict Relationships for Municipally Elected Officials.
- Municipal Student Survey.
- Bring Your Building Permit Process and Planning Applications Online.
- Streamline Your Document Signing Process.
- Free Intersectoral Action Training Series.
- Webinar on lead service line replacements.
- Careers.

AMO Matters

AMO has launched its Leading with Respect Handguides to provide practical, accessible tools for councils and staff to navigate conflict, foster good governance, and build vibrant, inclusive communities. Access [AMO's Leading with Respect Handguides here](#).

Join us on March 3, 2026, for a [free webinar](#) on how you can leverage the resources of AMO's new public affairs and advertising campaign, '[Make Your Municipal Move](#)'. Discover brand new campaign assets and ready-made templates you can use to boost the campaign reach and drive local engagement. For more information email WGardiner@amo.on.ca.

Provincial Matters

Effective March 30, 2026, the Ontario Land Tribunal (OLT) is implementing [a new Practice Direction](#) on the use of artificial intelligence (AI) in OLT proceedings.

The Ministry of Rural Affairs is [accepting applications](#) for the Rural Ontario Development Fund until February 26. This funding can help create strong businesses, boost economic growth, protect jobs and improve infrastructure in small communities.

Regulations under the *Geologic Carbon Storage Act* came into effect of February 1 and The Ministry of Natural Resources (MNR) has published a [Fact Sheet for Municipalities](#) about this [new framework](#).

The governments of Canada and Ontario are accepting applications from February 17 to March 17 for [new funding](#) to help local businesses grow international and domestic sales.

The Information and Privacy Commissioner in partnership with the Ontario Human Rights Commission have [released recommendations](#) for responsible public sector use of artificial intelligence.

Education Opportunities

Registration is now open for the AMO 2026 conference. [Register today](#).

AMO is offering programs designed to support aspiring candidates and returning elected officials. Whether you are considering your first run for office, seeking re-election, represent an underrepresented community, or a youth, we have a program tailored for you. Resources range from helping you make the decision to run or run again, to building your team, crafting your message, and getting out the vote, and includes the *Lead Where You Live* guide for key steps in the process. Register for workshops and access resources [here](#).

Join your Ontario Small Urban colleagues for at the OSUM 2026, April 29 – May 1 in Parry Sound. [Click here](#) for registration and hotel details.

Register for the AMO Regional and Single Tier Caucus Virtual Meet-Up, Monday, February 23 from 10am-12noon. This interactive session provides an opportunity for questions and answers on AMO's strategic policy and government relations priorities and approach. If you have top of mind questions, you can submit them in advance to events@amo.on.ca. [Register here](#).

Gain skills in building collaborative relationships and negotiating difficult ones. This 2 part, interactive workshop will explore the constructs, traps and pitfalls of conflict relationships, and how to approach, plan and execute relationships successfully. [Register here to save your spot](#).

LAS

Build your community faster with an online permitting process for both staff and the construction community. Learn how to accept, review, and issue building permits online with easy communication through the [Electronic Permitting Service here](#).

Streamline your document signing process with secure and authentic online digital signatures through the Electronic Signature service offered by program partner, Notarius. [Learn more](#).

Municipal Wire*

AMO is partnering with the University of Waterloo's Work-Learn Institute to better understand how municipalities can more effectively attract and retain the next generation. If you've supervised a student in a municipal setting – or know someone who has – please forward them this short, [anonymous survey](#) to share their experiences. If you have any questions, please contact WGardiner@amo.on.ca.

The Public Health Agency of Canada (PHAC) and Tamarack Institute are offering public health units, governments, and others a [virtual learning series](#) on strengthening collaboration to enhance well-being in Ontario.

On February 27, the Ontario Municipal Water Association is hosting a webinar on how municipalities can facilitate full lead service line replacements. [Register here](#).

Careers

[Program Manager - Association of Municipalities of Ontario](#). Closing Date: February 20, 2026.

[IT Systems Administrator - Association of Municipalities of Ontario \(AMO\)](#). Closing Date: February 25, 2026.

[Environmental Planner/Planificateur environnemental - Ministry of Transportation/Ministère des Transports](#). Closing Date: March 2, 2026.

[Director, Legal Services and Deputy Regional Solicitor - Durham Region](#). Closing Date: March 2, 2026.

[Manager of Legal - Town of Innisfil](#). Closing Date: March 2, 2026.

[Manager, Community Housing - County of Simcoe](#). Closing Date: 26 February 2026.

[Manager, Community Housing - County of Simcoe](#). Closing Date: February 26, 2026.

[Senior Manager, Customer Experience - Toronto Building](#). Closing Date: March 3, 2026.

About AMO

AMO is a non-profit organization representing almost all of Ontario's 444 municipal governments. AMO supports strong and effective municipal government in Ontario and promotes the value of municipal government as a vital and essential component of Ontario's and Canada's political system. Follow [@AMOPolicy](#) on Twitter!

AMO Contacts

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