



**THE CORPORATION OF THE
TOWNSHIP OF ADJALA TOSORONTIO**

ACCESSIBILITY STANDARDS POLICY

POLICY # ADM # 2017-02

ENACTED BY COUNCIL: FEBRUARY 13, 2017 MOTION NUMBER: 17-61

REVISED BY COUNCIL: MOTION NUMBER:

1 PURPOSE

The purpose of the Accessibility Policy is to develop, implement and maintain policies which govern how the municipality will achieve accessibility standards as required through the Integrated Accessibility Standards (Ontario Regulation 191/11 under the *Accessibility for Ontarians with Disabilities Act, 2005*, as amended) (AODA).

2 POLICY STATEMENT

The Township of Adjala - Tosorontio is committed to the promotion of an accessible municipality, compliant with the *Accessibility for Ontarians with Disabilities Act* and meeting the accessibility needs of persons with a disability in a timely manner and which addresses integration, independence, dignity, and equal opportunity. The Township will make every effort to follow the compliance schedule of the legislation when implementing each of the requirements addressed in this policy.

3 SCOPE

Unless otherwise prescribed, this policy applies to all employees in all classifications of employment within the Township of Adjala - Tosorontio.

4 DEFINITIONS

“Assistive devices” – means devices used to assist persons with disabilities in carrying out activities or in accessing the services provided by the Township of Township of Adjala-Tosorontio.

“Accessible formats” – may include, but not limited to, large print, recorded audio and electronic formats, Braille, and other formats usable by people with disabilities.

“Barrier” - means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability. This includes physical, architectural, information or communications barrier, attitudinal or technological barrier, a policy or a practice; (“obstacle”).

“Communication Support” - may include, but is not limited to captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.

“Disability” - means, as per the Human Rights Code:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device
- A condition of mental impairment or a developmental disability
- A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

“Service Animal” – means:

- a guide dog as defined under section 1 of the Blind Persons’ Rights Act
- an animal that is readily apparent that it is used by a person with a disability for reason relating to his or her disability
- an animal for which a person with a disability can provide a letter from a regulated health professional confirming that the person requires the animal for reasons relating to the disability.

“Support Person” – means a person who accompanies a person with a disability in order to assist the person with communication, mobility, personal care, medical needs or with access to goods and services.

“Township” shall mean The Corporation of the Township of Adjala-Tosorontio.

5 RESPONSIBILITY

It is the responsibility of all Township Councillors and staff to ensure that this policy is adhered to and that practices of the Township demonstrate a commitment to accessibility as outlined in this policy and accessibility legislation.

6 APPLICATION

6.1 Accessibility Plan

The Township has established, implemented, maintained and documented a multi-year Accessibility Plan. The Plan outlines the Township's strategy to prevent and remove barriers and meet its requirements under the AODA.

The Plan will be reviewed by the Adjala - Tosorontio Accessibility Advisory Committee (AAC) and approved by Council at least once every five years. All members of the public, are encouraged to provide input into the development of the plan.

An Annual Status Report will be created to identify the progress of the measures taken to implement the Plan. The Report will be presented to the AAC and Council.

The complete Accessibility Plan and Annual Status Report are and will be available to the public through the municipal website and at the Municipal Centre. Upon request, it can be presented in accessible formats.

6.2 Procuring or Acquiring Goods, Services or Facilities

As per the Township of Adjala-Tosorontio Procurement Policy, as amended, the Township encourages:

- a) The procurement of goods and services with due regard to the product being accessible to people with disabilities or being capable of being made accessible through the use of specialized technology.
- b) If it is not deemed possible to procure accessible goods, services or facilities, the Township will provide an explanation as to why it did not obtain accessible goods, services or facilities when asked and will provide an explanation upon request.

6.3 Training

The Township will ensure that training is provided on the requirements of accessibility standards and on the Human Rights Code as it pertains to persons with disabilities. Such training will be provided to:

- a) All paid employees and volunteers;
- b) All people who participate in developing the Township of Adjala-Tosorontio policies; and
- c) All other people who provide goods, services or facilities on behalf of the

Township.

The Township will provide training that is appropriate to the duties of the employees, volunteers and other parties. Training will be provided as soon as practicable. Training on any policy changes will be provided on an ongoing basis.

The Township will keep records of the training provided, including the dates of the training and the number of individuals to whom training is provided.

6.4 Accessible Formats and Communication Support

Upon request, the Township will provide or arrange for the provision of accessible formats and communication supports for persons with a disability.

The formats will be provided in a timely manner and take into account the person's disability needs. There will be no additional cost charged to the person to provide an accessible format.

The Township will consult with the person making the request to determine the suitability of an accessible format or communication support.

The Township will notify the public about the availability of accessible formats and communication supports, upon request, by including a notice on its website and on many of the documents produced by the Township. If a document, or portions of a document, cannot be converted into an accessible format, the Township will provide an explanation or summary of such information in an accessible format.

6.5 Emergency Procedure, Plans or Public Safety Information

The Township has in place several different emergency procedures, plans and public safety information. Upon request, public information regarding the Township's emergency procedures, plans or public safety information will be provided in an accessible format. This information will be made as soon as practical upon request.

6.6 Accessible Websites and Web Content

The Township will ensure the official municipal website and web content conforms to the World Wide Consortium Web Content Accessibility Guidelines (WCAG). Except where meeting this requirement is not practical, this conformity applies to websites, web content and web-based application that are controlled directly or through a contractual relationship that allows for the modification of the product and to web content.

6.7 Recruitment, Assessment and Selection

The Township is committed to equal consideration of candidates during the recruitment assessment and selection process. Job applicants, including the public and current Township employees, will be notified of the availability of accommodations for persons with disabilities in its application process.

Individuals selected to participate in assessment or selection processes, such as an interview or testing, will be notified that accommodations are available upon request, during such an assessment or selection process. In cases where accommodations due to disability are requested, the Township will consult with the individual and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs. Accommodations will be provided with respect to the materials or processes used in recruitment.

When making offers of employment, the Township will notify the successful applicant of its policies for accommodating employees with disabilities.

6.8 Accessible Formats and Communication Support for Employees

The Township will, when requested by an employee with a disability, consult with the employee to provide or arrange for the provision of accessible formats and communication supports that an employee may need to perform his/her work. This will also include the communication of information needed while performing in the workplace.

The Township will consult with the employee making a request for an accessible format or communication support to determine the suitable format.

6.9 Workplace Emergency Response Information

The Township will provide individualized workplace emergency response information to employees who have a disability, upon the employee's written request, if the disability is such that the individualized information is necessary and the Township is aware of the need for accommodation.

If an employee requested an Individualized Workplace Emergency Response Plan and identified the need for assistance from a colleague(s), the Township will provide the information to the designated colleague(s) within a reasonable time. This information will be provided to the designated colleague(s) as soon as practical after the Township becomes aware of the need for accommodation.

The employee's Individualized Workplace Emergency Response Plan will be reviewed when the employee moves to a different location in the organization,

when the employee's overall accommodation needs of the employee changes and when the Township reviews its general emergency policies.

6.10 Documented Individual Accommodation Plans

The Township will develop a written process for the development of documented Individual Accommodation Plans for employees with disabilities. The individual accommodation plan will include:

- If requested, any information regarding accessible formats and communication supports provided to the employee;
- If required, individualized workplace emergency response information; and
- Any other accommodations that are to be provided.

6.11 Return to Work Process

The Township will maintain its documented return to work process for employees with a disability and who require disability-related accommodation in order to return to work.

The Township's return to work process will outline the steps the Township will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

The return to work process will not replace or override any other return to work process created by or under any other statute (i.e., the Workplace Safety Insurance Act, 1997)

6.12 Performance Management, Career Development and Advancement, and Redeployment

The Township will take into account the accessibility needs of employees with disabilities and any Individual Accommodation Plan when providing any performance management, career development and advancement.

In the event of redeployment (reassigning employees to other departments or jobs within the Township when a particular job or department has been eliminated), the Township will also take into account the employee's accessibility needs due to disability and any individual accommodation plan.

6.13 Design of Public Spaces (Built Environment)

When constructing or redeveloping public spaces, the Township shall meet all of the requirements set out in the standards under the Integrated Accessibility Standards Regulation. These include technical specifications and requirements for consultation with people with disabilities for the following categories of public

spaces:

- Recreational trails
- Beach access routes
- Exterior public use eating areas
- Outdoor play spaces
- Exterior paths of travel
- Accessible parking
- Obtaining services (service counters, queuing guides and waiting areas)

6.14 **Use of Service Animals and Support Persons**

Persons with disabilities may enter premises owned and operated by the Township accompanied by their service animal and keep that animal with them in areas/premises that are open to the public, when accessing goods, services and facilities provided by the Township, unless the animal is otherwise excluded by legislation.

In the event that a service animal is otherwise prohibited by law from the premises, the Township will ensure that alternate means are available to enable the person with a disability to obtain, use or benefit from the Township's goods, services and facilities.

Where it is not readily apparent that an animal is a Service Animal, Township staff may ask for verification as per legislated guidelines.

Service animals must be supervised by their owners and be kept in control at all times.

Persons with disabilities are permitted to be accompanied by their support person in areas/premises that are open to the public when accessing goods, services and facilities provided by the Township. If a person with a disability is accompanied by a support person, the provider of goods, services and facilities shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

The Township may require a person with a disability to be accompanied by a support person while using Township premises in situations where it is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises, and if there is no other reasonable way to protect the health or safety of the person with a disability or the health or safety of others on the premises. The Township will consult with the person with a disability and consider the available evidence to determine if the person with a disability is required to be accompanied by a support person.

A support person, when assisting a person with a disability to obtain, use or benefit from the Township's goods, services or facilities, will be permitted to attend at no charge where an admission fee is applicable; however, where it is beyond the control of the Township to waive the fee, advance written notice of the fee will be provided. In situations where the Township requires a person with a disability to be accompanied by a support person, any fee or payment will be waived with respect to the support person's admission to the premises or in connection with the support person's presence on the premises.

6.15 Assistive Devices

A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefitting from the Township's goods and services. Situations where the Township has identified the assistive device to be a health and/or safety risk to either the person with the disability or others on the premises, the township will make every reasonable effort to provide other means of assistance in order for the person with the disability to obtain, use or benefit from the goods and services. At all times, it is the responsibility of the person with the disability to be in care and control of the assistive device.

Where Township devices are available, appropriate staff will be trained in the use of the assistive device.

6.16 Notice of Temporary Disruptions

In the event of a planned service disruption to goods, services, or facilities the Township will provide notice of the disruption in advance.

The notice will include information about the reason for the disruption, its anticipated duration and a description of alternative good, services, or facilities that may be available.

Notice may be given by posting the information in visible places, or on the Township's website (www.adjtos.ca) or by such other method or means as is reasonable under the circumstances.

In the event of an unexpected disruption, the Township shall provide notice as soon as possible.

6.17 Feedback

In an effort to improve on the provision of Township goods and services to persons with disabilities, feedback from the public is welcomed. To assist with the collection of feedback, the Township will maintain a Feedback form and will also accept comments in any form (in person, electronic format, written, etc.). All such feedback will be logged and all questions and concerns shall be acknowledged

within a maximum of 2 business days from the date of receipt. Response time to the feedback will depend on the issue, but will not exceed 15 business days unless there are extenuating circumstances.

Complaints regarding the accessibility issues shall be forwarded to Township Accessibility Advisory Committee for review and discussion. The Committee will then forward its recommendations to the appropriate department for consideration.

Information on the feedback process will be readily available to the public through postings on Township premises, the Township website and other appropriate locations.

6.18 Policy Review

This policy shall be reviewed a minimum of once per Council term to ensure its effectiveness.