



Township of
Drummond/North Elmsley

Accessibility for Ontarians with Disabilities Act

**Integrated Accessibility Standard
Regulation**

P O L I C Y

2016

Table of Contents

1.0	PURPOSE	3
2.0	LEGISLATIVE AUTHORITY	3
3.0	DEFINITIONS.....	4
4.0	STATEMENT OF COMMITMENT	5
5.0	GENERAL REQUIREMENTS	5
	Accessibility Plans	5
	Procuring or Acquiring Goods, Services or Facilities.....	5
	Self-Service Kiosks.....	6
	Training	6
6.0	CUSTOMER SERVICE STANDARD.....	7
	Policies, Practices and Procedures.....	7
	Assistive devices.....	7
	Communication.....	7
	Service animals	8
	Support persons.....	8
	Notice of temporary disruption	9
	Documentation	9
	Customer Service Training	9
	Customer Service Feedback Process.....	10
	Notice of availability of documents	11
7.0	INFORMATION AND COMMUNICATION STANDARD	11
	Feedback	11
	Accessible Formats and Communication Supports	11
	Emergency Procedure, Plans or Public Safety Information	11
	Accessible Websites and Web Content	12
8.0	EMPLOYMENT STANDARD	12
	Recruitment	12
	Informing Employees of Supports	12
	Accessible Formats and Communication Supports for Employees	12
	Workplace Emergency Response Information	13
	Documented Individual Accommodation Plans.....	13
	Return to Work Process	14
	Performance Management.....	14
	Career Development and Advancement	14
	Redeployment.....	14
9.0	TRANSPORTATION STANDARD	15
10.0	POLICY REVIEW.....	15
11.0	AMENDMENTS TO THIS OR OTHER POLICIES	15

ACCESSIBILITY STANDARDS POLICY

1.0 PURPOSE

- 1.1 This policy has been developed in accordance with the Integrated Accessibility Standards (Ontario Regulation 191/11) and addresses how the Township achieves or will achieve accessibility through meeting the requirements of the regulation. The requirements will be met within the timeframes set with in the Regulation.
- 1.2 The requirements of the regulation include:
- the incorporation of accessibility criteria and features when procuring or acquiring good, service or facilities;
 - the incorporation of accessibility features when designing, procuring or acquiring self-service kiosks;
 - training;
 - the specific requirements under the Information and Communication Standards, the Employment Standards; and the Transportation Standards as they apply to the Township.
- 1.3 This policy is supported by policies and procedures that outline the detailed processes and accommodations pursuant to this policy. The supporting policies include the following:
- Customer Service Policies
 - Employment Policies
 - Information and Communications Polices
 - Procurement Policy
 - Emergency Information Policy

2.0 LEGISLATIVE AUTHORITY

- 2.1 Under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), Accessibility Standards for Customer Service (Ontario Regulation 429/07) came into force on January 1, 2008 and the Integrated Accessibility Standards (Ontario Regulation 191/11) came into force on July 1, 2011.
- 2.2 This policy, the Accessibility Standards for Customer Service Regulation and the Integrated Accessibility Standards Regulation are not replacements or substitutions for the requirements established under the Ontario Human Rights Code or other laws in respect to accommodation of people with disabilities.

3.0 DEFINITIONS

“Access Path” – in reference to a Kiosk, includes reach ranges for people using mobility aids, the proximity of the Kiosk to other objects, etc.

“Accessible Formats” – shall mean formats that are an alternative to standard print and are accessible to people with disabilities. Accessible formats may include large print, Braille, and audio electronic formats such as DVDs, CDs.

“Assistive Devices” – shall mean an auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (ex. canes, crutches, wheelchairs or hearing aids)

“Career Development” – shall include providing additional responsibilities within an employee’s current position and the movement of an employee from one job to another in the Township that may be higher in pay, provide greater responsibility or be at a higher level in the Township or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them.

“Communication Supports” – shall mean supports that individuals with disabilities may need to access information. Some examples include plain language formats, sign language, as well as reading out loud, captioning, or using written notes to communicate.

“Customer” – shall mean any person who receives or seeks to receive goods or services directly or indirectly from the Township.

“Kiosk” – shall mean an interactive electronic terminal, including a point-sale device, intended for public use that allows users to access one or more services or products or both.

“Township” – shall mean the Corporation of Drummond/North Elmsley Township.

“Performance Management” – shall mean activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.

“Redeployment” – shall mean the reassignment of employees to other departments or jobs with the Township as an alternative to layoff, when a particular job or department has been eliminated by the organization.

“Service Animal” – shall mean a service animal as defined in Ontario Regulation 429/07, as amended.

“Support Person” – shall mean any support person as defined in Ontario Regulation 429/07, as amended.

“Structural Features” – in reference to a Kiosk, includes the height and stability of the Kiosk, headset jacks with volume control, and specialized keypads or keyboards, etc.

“Technical Features” – in reference to a Kiosk, includes the colour contrast on the display screen and the options to increase font size, as well as allowing for extra time to complete tasks. Other technical features include voice activating equipment and visual and non-visual modes of operation, etc.

4.0 STATEMENT OF COMMITMENT

4.1 The Township 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. We 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 accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

5.0 GENERAL REQUIREMENTS

Accessibility Plans

- 5.1 The Township’s multi-year accessibility plan shall outline the Township’s strategy to prevent and remove barriers and meet its requirements under the Integrated Accessibility Standards Regulation.
- 5.2 The plan shall be posted on the Township’s website, and shall be provided in an accessible format upon request.
- 5.3 The plan shall be reviewed and updated at least once every five years.
- 5.4 The plan shall be established, reviewed and updated in consultation with persons with disabilities.
- 5.5 An annual status report on the progress of measures taken to implement the organization’s strategy shall be posted on the website, and provided in an accessible format upon request.

Procuring or Acquiring Goods, Services or Facilities

- 5.6 The Township shall incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.
- 5.7 Where it is not practicable to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, upon request, an explanation shall be provided.

- 5.8 The Township shall require a declaration from all other persons who provide goods, services or facilities on behalf of the Township that they are compliant with the Accessibility for Ontarians with Disabilities Act and its Regulations.

Self-Service Kiosks

- 5.9 The Township shall incorporate accessibility features when designing, procuring or acquiring self-service Kiosks.
- 5.10 The Township may consider technical features, structural features, and the access path to the Kiosk.

Training

- 5.11 The Township shall ensure that training is provided on the requirements of the Accessibility for Ontarians with Disabilities Act , the Accessibility Standards for Customer Service (Ontario Regulation 429/07), the accessibility standards referred to within the Integrated Accessibility Standards (Ontario Regulation 191/11), the Human Rights Code as it pertains to persons with disabilities and on Municipal policies and procedures related to the Accessibility for Ontarians with Disabilities Act and its Regulations to:
- all employees and volunteers;
 - all persons who participate in developing the Township's policies; and
 - all other persons who provide goods, services or facilities on behalf of the Township.
- 5.12 The training provided shall be appropriate to the duties of the employees, volunteers and other persons. The training shall be provided as soon as practicable.
- 5.13 Where there are changes to the Accessibility Policy, or any other Municipal policy, practice or procedure relating to the Accessibility for Ontarians with Disabilities Act and its Regulations, training shall be provided with regard to those changes.
- 5.14 The Township shall keep a record of the dates of when training is provided and the number of individuals to whom it was provided.

6.0 CUSTOMER SERVICE STANDARD

Policies, Practices and Procedures

- 6.1 The Township shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:
- Goods or services shall be provided in a manner that respects the dignity and independence of persons with disabilities;
 - Persons with disabilities shall be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services;
 - The Township shall communicate with people with disabilities in ways that take into account their disability including accessible notifications and responses to questions;
 - Municipal employees shall be trained to communicate and provide appropriate assistance and services in a manner that takes into account the person's disability;
 - Where fees for goods and services are advertised or promoted by the Township, it shall provide advance notice of the amount payable, if any, in respect of the Support Person.

Assistive devices

- 6.2 People with disabilities may use their personal assistive devices when accessing our goods, services or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.
- 6.3 We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

Communication

- 6.4 We will communicate with people with disabilities in ways that take into account their disability. This may include writing notes instead of speaking, talking clearly, and slowly, talking in a quiet environment, or using plain English.
- 6.5 We will work with the person with a disability to determine what method of communication works for them.

Service animals

- 6.6 We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.
- 6.7 A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.
- 6.8 A regulated health professional is defined as a member of one of the following colleges:
- College of Audiologists and Speech-Language Pathologists of Ontario
 - College of Chiropractors of Ontario
 - College of Nurses of Ontario
 - College of Occupational Therapists of Ontario
 - College of Optometrists of Ontario
 - College of Physicians and Surgeons of Ontario
 - College of Physiotherapists of Ontario
 - College of Psychologists of Ontario
 - College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario
- 6.9 If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:
- explain why the animal is excluded
 - discuss with the customer another way of providing goods, services or facilities

Support persons

- 6.10 A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.
- 6.11 If a fee or fare is normally charged to a customer for accessing your goods, services or facilities, the fee/fare will not be charged for support persons. We will notify customers of this by posting a notice in the Municipal Office or at the site of the event.
- 6.12 In certain cases, [organization name] might require a person with a disability to be accompanied by a support person for the health or safety reasons of:
- the person with a disability
 - others on the premises.
- 6.13 Before making a decision, the Township will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

6.14 If the Township determines that a support person is required, we will waive the admission fee or fare for the support person

Notice of temporary disruption

6.15 In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, the Township will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Facilities include:

- Municipal Office
- Drummond Centre Hall
- Ferguson's Fall Community Hall
- Rideau Ferry Public Docks

Services include:

- Building Permits and Inspections
- Taxation
- Planning Services
- Marriage Ceremonies
- Commissioner of Oaths

Documentation

6.16 The Township will notify the public that documents related to accessible customer service, are available upon request by posting a notice on the municipal website and at the municipal office. The Township will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Customer Service Training

6.17 Training shall include the following:

- how to provide goods and services in a manner that respects the dignity and independence of persons with disabilities;

- how to interact and communicate with persons in a manner that takes into account their disabilities;
- how to interact with persons with disabilities who use an Assistive Device or require the assistance of a Service Animal or a Support Person to access goods and services;
- how to use equipment or Assistive Devices available on Municipal premises or provided by the Township that may help with the provision of goods and services to persons with disabilities;
- what to do if a person with a disability is having difficulty accessing the Township's goods and services;
- the process for people to provide feedback to the Township about its provision of goods and services to persons with disabilities, and how the Township responds to the feedback and takes action on any complaint.

Customer Service Feedback Process

6.18 Feedback from our customers gives Municipal employees and Council opportunities to learn and improve. The Township shall establish a procedure for receiving and responding to feedback about the manner in which it provides goods and services to persons with disabilities and shall make information about the procedure readily available to the public.

Feedback process:

The Township welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. Customers will be notified of how to provide feedback in the following ways:

Customer service brochures are available at the Municipal Office, notice is posted on the Bulletin board in the main lobby and posted on the municipal website.

Customers who wish to provide feedback on the way Township provides goods, services or facilities to people with disabilities can provide feedback in the following way in person, by email, on the phone, or by mail.

All feedback, including complaints, will be directed to the Clerk Administrator.

Customers can expect to hear back in 30 days.

The Township will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Notice of availability of documents

- 6.19 The Township will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the following location in the Main Office lobby and on the Township-s website.
- 6.20 The Township will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

7.0 INFORMATION AND COMMUNICATION STANDARD

Feedback

- 7.1 The Township shall ensure that feedback processes are accessible to persons with disabilities and shall provide or arrange for the provision of accessible formats and communication supports, upon request.

Accessible Formats and Communication Supports

- 7.2 The Township shall, upon request, provide or arrange for the provision of Accessible Formats and Communication Supports for persons with disabilities.
- 7.3 Provision of Accessible Formats and Communication Supports shall be provided:
- in a timely manner that takes into account the person's accessibility needs due to disability;
 - at a cost that is no more than the regular cost charged to other persons; and
 - in consultation with the person making the request in determining the suitability of an Accessible Format or Communication Support.
- 7.4 The Township shall notify the public about the availability of Accessible Formats and Communication Supports.
- 7.5 Where the Township is not able to convert the information into an Accessible Format, an explanation shall be provided, along with a summary of the content.

Emergency Procedure, Plans or Public Safety Information

- 7.6 Where the Township prepares emergency procedures, plans or public safety information and makes the information available to the public, the information shall be provided in an Accessible Format or with appropriate Communication Supports, as soon as practicable, upon request.

Accessible Websites and Web Content

- 7.7 The Township shall make its internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, in accordance with the schedule set out in the Integrated Accessibility Standards Regulation.

8.0 EMPLOYMENT STANDARD

Recruitment

- 8.1 The Township shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.
- 8.2 During the recruitment process, applicants who are individually selected to participate in an assessment or selection process shall be notified that accommodations are available upon request in relation to the materials or processes used.
- 8.3 If a selected applicant requests an accommodation, the Township shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to a disability.
- 8.4 When making an offer of employment, the Township shall notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees of Supports

- 8.5 The Township shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on job accommodation that take into account an employee's accessibility needs due to a disability.
- 8.6 New employees shall be informed as soon as practicable after they begin their employment.
- 8.7 Where there are changes to existing policies on the provision of job accommodations, all employees shall be provided updated information.

Accessible Formats and Communication Supports for Employees

- 8.8 Where an employee with a disability requests it, the Township shall consult with

the employee to provide or arrange for the provision of Accessible Formats and Communication Supports for:

- information that is needed in order for the employee to perform the employee's job; and
- information that is generally available to employees in the workplace.

8.9 The Township shall consult with the employee making the request in determining the suitability of an Accessible Format or Communication Support.

Workplace Emergency Response Information

8.10 The Township shall provide individualized workplace emergency response information to employees who have a disability:

- if the disability is such that the individualized information is necessary; and
- the Township is aware of the need for accommodation due to the employee's disability.

8.11 If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the Township shall provide the workplace emergency response information to the person designated by the Township to provide assistance to the employee.

8.12 Individualized information shall be provided as soon as practicable after the Township becomes aware of the need for accommodation due to the employee's disability.

8.13 The Township shall review the individualized workplace emergency response information:

- when the employee moves to a different location;
- when the employee's overall accommodation needs or plans are reviewed; and
- when the Township reviews its general emergency response policies.

Documented Individual Accommodation Plans

8.14 The Township shall have a written process for the development of documented Individual Accommodation Plans (IAP) for employees with disabilities if requested.

8.15 The process for the IAP Plan may include all of the following elements:

- employee's participation in the development of the IAP
- assessment on an individual basis
- identification of accommodations to be provided;
- timelines for the provision of accommodations

- steps taken to protect the privacy of the employee's personal information
 - frequency with which the IAP will be reviewed and updated and the manner in which it will be done
 - a format that takes into account the employee's disability
 - any information regarding accessible formats and communication supports provided if requested.
- 8.16 The Township may request an evaluation by medical or other expert, at the Township's expense to assist with determining accommodation to be made.
- 8.17 The employee may request the participation of a representative from the workplace.
- 8.18 If a request for accommodation is denied, the Township will provide the reason for denial in writing.

Return to Work Process

- 8.19 The Township shall have a documented return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. The return to work process will include disability-related accommodations, steps in facilitating the return to work, and the use of documented individual accommodation plans.

Performance Management

- 8.20 The Township shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process.

Career Development and Advancement

- 8.21 The Township shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when providing career development and advancement to its employees with disabilities.

Redeployment

- 8.22 The Township shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.

9.0 TRANSPORTATION STANDARD

- 9.1 The Township does not provide transportation services so this standard does not apply.

10.0 POLICY REVIEW

- 10.1 This Policy shall be reviewed at least once per term of Council.

11.0 AMENDMENTS TO THIS OR OTHER POLICIES

- 11.1 The Township is committed to developing policies that respect and promote the dignity and independence of people with disabilities. All changes to this policy will consider the impact on people with disabilities.
- 11.2 Any Municipal policy that does not respect and promote the dignity and independence of people with disabilities shall be modified or rescinded.