



1. Statement of Commitment

The Municipality of Trent Lakes 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.

The Municipality believes in integration, and is committed to meeting the needs of people with disabilities in a timely manner. This will be accomplished by removing and preventing barriers to accessibility and by meeting the accessibility requirements under Ontario's accessibility laws.

2. Integrated Accessibility Standards

In 2011, the AODA Integrated Accessibility Standards became law, enacting standards in the areas of Employment, Information, Communication, and Transportation. In accordance with this, the Municipality of Trent Lakes will develop, maintain and document compliance with this Standard.

3. Multi-Year Accessibility Plan

The Municipality will develop a Multi-Year Accessibility Plan which outlines a phased in strategy to prevent and remove barriers and addresses the current and future requirements of the Act. The Multi-Year Accessibility Plan shall be available on the Municipal website.

An annual update will be provided to Council on the progress and implementation of the plan and a full review of the Multi-Year Accessibility Plan will be completed every 5 years.

4. Training

The Municipality of Trent Lakes will ensure that training is provided to all Council members, employees, and other staff members on the requirements of the accessibility

standards referred to in the Regulation and on the Human Rights Code as it pertains to persons with disabilities. Ongoing training will be provided to new employees as soon as practicable. If any changes are made to this policy or the requirements, additional training will be provided. The Municipality of Trent Lakes will maintain a record of the dates when training is provided and the number of individuals to whom it was provided. Training will be provided in a way that best suits the duties of Council, employees, or other staff members.

5. Procuring or Acquiring Goods, Services, or Facilities

The Municipality will use accessibility criteria and features when procuring or acquiring goods, services or facilities except where not practicable to do so. If it is identified that a good, service or facility cannot meet accessible criteria an explanation will be provided if requested.

6. Modifications to this or Other Policies

Any policies that do not respect and promote the dignity and independence of people with disabilities will be modified and removed as necessary.

7. Accessible Formats and Communication Standard

The Municipality of Trent Lakes will create, provide or arrange for accessible formats and communication supports for persons with disabilities:

- Upon request, in a timely manner that takes into account the persons' accessibility needs due to a disability;
- At a cost that is no more than the regular cost charged to other persons;
- In consultation with the person making the request to determine the suitability of an accessible format or communication support.

If the Municipality of Trent Lakes determines that it is not technically feasible to convert the information or communications, or the technology to convert the information or communication is not readily available, that person who requires the information will be provided with:

- an explanation as to why the information or communications are not convertible; and
- a summary of the unconvertible information or communications.

8. Emergency Information

The Municipality of Trent Lakes will provide all emergency procedures, plans or public safety information to the public in an accessible format or with appropriate communication supports, as soon as practicable, upon request. Employees are responsible for advising the C.A.O. or their Department Manager of the need for accommodation regarding Emergency Response.

If needed, an individualized Emergency Response Plan will be created for an employee with a disability. The Municipality will work directly with the individual requiring the individualized plan in order to understand and accommodate their needs. If the employee requires assistance and with the employee's consent, the workplace emergency information will be shared with the person designated by the CAO to provide assistance to the employee.

The Municipality will work in collaboration with those responsible for evacuation to ensure the individual Emergency Response Plan is consistent with current practices and recorded. The individualized Emergency Response Plan shall be reviewed on an annual basis or when an employee moves to a different location in the organization.

The employee's personal information will be kept confidential unless the health and safety of the employee or other employees is at risk.

9. Website Accessibility

The Municipality shall make the municipal website and web content conform to the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.

10. Employment Standard and Recruitment

The Employment Standard builds upon the existing requirements under the Ontario Human Rights Code in relation to how to accommodate individuals with disabilities throughout the job application process and the employment relationship. It applies in

respect to employees and does not apply to volunteers and other non-paid individuals.

When recruiting new employees, the Municipality of Trent Lakes will:

- Notify employees and the public about the availability of accommodations for applicants with disabilities during the recruitment process when job applicants are individually selected to participate in an assessment or selection process;
- Consult with the applicant and provide or arrange for the provision of a suitable accommodation that takes into account the applicant's disability, if a selected applicant requests an accommodation;
- Notify successful applicants of the policies for accommodating employees with disabilities.

11. Employee Notification

All employees will be advised of the Municipality's policies to support employees with disabilities, including but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability. This information will be provided to employees as part of their orientation and whenever there is a change in policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.

12. Accessible Formats

When an employee with a disability requests it, the Municipality of Trent Lakes will consult with the employee to provide or arrange for the provision of accessible formats and communication supports:

- For information that is needed in order to perform the employee's job;
- For information that is generally available to employees in the workplace; and
- In consultation with the employee making the request in determining the suitability of an accessible format or communication support.

13. Individual Accommodation Plan

The Municipality supports employees with disabilities including providing employment related accommodations. Employees requiring accommodation must inform the CAO of

the need for accommodation and provide the supporting medical documentation. The CAO and the Department Manager will consult with the employee to determine accommodation needs and to develop a mutually agreed upon individual accommodation plan.

Employees can request an associate/representative be involved with them in the process and assist with the accommodations.

The Accommodation Plan shall include:

- Documentation of participation in the development of the individualized plan by the employee requesting accommodation.
- Means by which the employee was assessed on an individual basis.
- Any information from an outside medical resource used to determine if the accommodation can be achieved.
- An annual review, which can be part of the annual performance review interview, in an accessible format taking into account the accessibility needs of the employee.

If deploying an employee with a disability to a new role, the Municipality will ensure that the accommodations are adjusted to fit the new role prior to moving the employee. The current accommodation plan will then be reviewed in relation to the requirements of the new job.

If an individual plan is denied, reasons for the denial will be discussed with the employee and provided in an accessible format, taking into account the accessibility needs of the employee.

The employee's personal information will be kept confidential unless the health and safety of the employee or other employees is at risk.

14. Return to Work

The Municipality supports employees with disabilities including providing employment related accommodations for employees returning to work who have been absent from work due to a disability. An employee who requires disability related accommodation in order to return to work must inform the CAO of the need for accommodation and provide

the supporting medical documentation.

The CAO and the Department Manager will consult with the employee to determine accommodation needs and when necessary, develop a mutually agreed upon individual Accommodation Plan as described in Section 4.

The Accommodation Plan for an employee who is returning to work shall be reviewed as necessary until such time as it is mutually agreed by the Municipality and the employee that the accommodation is no longer needed or it is determined by the C.A.O., Department Manager and the affected employee that a permanent Accommodation Plan is required.

The employee's personal information will be kept confidential unless the health and safety of the employee or other employees is at risk.

15. Performance Management, Career Development and Advancement

The Municipality of Trent Lakes will take into account the accommodation needs of employees when:

- Using performance management processes;
- Providing career development and advancement information

16. Transportation Standard

The Transportation Standard will make it easier for people to travel in Ontario, including persons with disabilities, older Ontarians and families traveling with children in strollers.

The Municipality as part of its Multi-Year Accessibility Plan (Section 1.2.3) will consult with persons with disabilities and the public to determine the proportion of specialized transportation services required in the community including steps to meet the need.

Should a specialized transportation service become available to residents, the Municipality shall ensure that the specialized transportation service does not charge a higher fee or an additional fee to persons with disabilities; does not charge a fee for storage of assistive devices; and that the appropriate information is displayed on the

rear bumper and is available to passengers in an accessible format.

17. Review Cycle

This policy will be reviewed on an as needed basis.

18. Repeals

This Policy repeals a previous version, and all revisions.

This Policy was previously referred to as AD-29.

19. Related Information

Revisions to this document may impact the following policies, procedures, and/or by-laws.

#	Document Title
N/A	No related documents were identified at the time the policy was passed

20. Policy Revisions

Version	Date Approved	Council Resolution
1	February 3, 2013	R2013-091
2	March 2, 2021	R2021-182