



Policy Name: INTEGRATED ACCESSIBILITY STANDARDS	AD-29
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DEVELOPED BY:	Lois O'Neill	DATE:	February 5, 2013
DEPARTMENT:	Clerk		
ADOPTED BY:		DATE	
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The Accessibility of Ontarians with Disabilities Act, 2005, requires that all public and private sector organizations must meet the requirements of accessibility standards established by regulation. This policy establishes the Integrated Accessibility Standards Regulations in accordance with Ontario Regulation 191/11.

This policy addresses how the Municipality will achieve accessibility through meeting the Regulation's requirements which include:

- Establishment, implementation, maintenance and documentation of a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the Regulation.
- Incorporation of accessibility criteria and features when procuring or acquiring goods, services, or facilities.
- Training.
- Other specific requirements under the Integrated Accessibility Standards Regulation.

The Municipality is committed and guided by the four core principles of the Accessibility for Ontarians with Disabilities Act, 2005, dignity, integration, equal opportunity and full inclusion. The Municipality shall use every effort to ensure that we meet the needs of people with disabilities in a timely manner.

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.

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.

Training

The Municipality will ensure that training is provided to all Council members, employees, volunteers and other staff members on Ontario's accessibility laws and on the accessibility aspects of the Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of the Council members, employees, volunteers and other staff members. Training will be provided as soon as practicable if there are any changes to this policy.

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.

INFORMATION AND COMMUNICATIONS STANDARD

The Municipality is committed to meeting the communication needs of people with disabilities. When requested, information and communication materials will be provided in an accessible format or with communication supports. This includes publicly available information about our goods, services and facilities, as well as publicly available emergency information.

If it is determined that it is not technically feasible to convert information or communication materials or the technology is not readily available to convert the materials, the requestor will be provided with an explanation as to why the materials are not convertible and a summary of the unconvertible materials.

1. Emergency Information

Public emergency information such as emergency procedures, plans, public safety information, etc. shall be provided upon request in an accessible format or with appropriate communication support as soon as practicable.

2. Feedback

The Municipality has processes in place for receiving and responding to feedback and will ensure that those processes are provided in an accessible format and with communication support upon request.

3. Accessible Formats and Communications Supports

Upon request, the Municipality shall provide or arrange for accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs. The cost shall be no more than the regular cost charge to others. The Municipality will consult with the person submitting the request to determine their information and communication needs. The public shall be notified of the availability of accessible formats and communication supports.

4. Website Accessibility

The Municipality shall make our internet website and web content conform with WCAG 2.0, initially at level A and increasing to Level AA. By January 1, 2014 any new web content will conform with WCAG Level A. By January 1, 2021, the Municipality's internet website and web content will conform with WCAG Level AA.

EMPLOYMENT STANDARD

The Municipality is committed to promoting the independence, dignity, integration, and equality of opportunity of persons with disabilities. It is essential that accessibility is engrained in the way we conduct our day to day business. The Employment Standard builds upon the existing requirements under the Ontario Human Rights Code in relation to accommodating individuals with disabilities throughout the job application process and the employment relationship.

1. Recruitment and Retention

The Municipality shall notify employees and the public that, when requested, we will accommodate applicants with disabilities during the recruitment and assessment processes and when staff are hired.

Applicants shall be advised of the availability of accommodation for disabilities when they are selected to participate in an assessment or selection process. If a selected applicant requests an accommodation, the applicant will be consulted and the Municipality shall provide or arrange for a suitable accommodation that takes into account the applicant's disability. Successful applicants will be advised of this policy and accommodations for employees with disabilities.

2. 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.

3. Accessible Formats

Where an employee with a disability requests it, the Municipality will provide information that is needed in order to perform the employee's job and information that is generally available to employees in the workplace in a mutual agreed accessible format with appropriate communication supports.

4. 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.

5. 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.

6. Performance Management, Career Development and Advancement, Redeployment

The Municipality will take into account the accessibility needs and/or individual accommodation plans of an employee during performance reviews, when providing career development and advancement information and during redeployment.

7. Workplace Emergency Response Information

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 employees 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.

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 will consult with persons with disabilities and the public to determine the proportion of accessible taxis required in the community including steps to meet the need.

Should an accessible taxicab become available to residents, the Municipality shall ensure that the taxicab 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.