

POLICY AND PROCEDURES MANUAL

Policy: Integrated Accessibility Standards	Policy No: 10.01	
Section: Accessibility	Effective: December 8, 2015	
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STATEMENT OF ORGANIZATIONAL COMMITMENT

The Township of Chisholm 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 will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

BACKGROUND

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA) which requires that Ontario be an accessible province by 2025. To assist in this endeavor, Ontario Regulation 191/11 made under the AODA provides for Integrated Accessibility Standards in the following areas:

- General
- Customer Service
- Information and Communications
- Employment
- Transportation – not applicable to the Township
- Built Environment

PURPOSE

The purpose of this policy is to outline the requirements established under the Integrated Accessibility Standards, Ontario Regulation 191/11 of the Accessibility for Ontarians with Disabilities Act, 2005, as they relate to the General Requirements, Information and Communications, Employment, Transportation and Built Environment to demonstrate how the Township will undertake to comply with these requirements.

1. GENERAL REQUIREMENTS

a) Establishment of Policies, Procedures and Best Practices

The Township shall develop, implement and maintain policies governing how it achieves, or will achieve accessibility through meeting the requirements referred to in the Regulation. Specifically, all policies shall include a corporate commitment for meeting the accessibility needs of persons with disabilities in a timely manner.

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To fulfil the requirements set out in the policy, standard operating procedures/processes will be developed or amended accordingly.

These documents, where appropriate, will be made available to the public and provided in an accessible format upon request.

b) Accessibility Plans

The Township shall develop, implement and document a multi-year accessibility plan outlining the corporate strategy for identifying, removing and preventing barriers, and meeting the requirements set out in the Regulation.

The plan will be reviewed by the General Government Committee for input and formally adopted by Township Council.

The plan will be reviewed at least once every five years, with an annual report to be prepared on the progress of the multi-year accessibility plan.

The plan and annual reports will be posted on the Township's website and provided in an accessible format upon request.

c) Procurement or acquiring goods, services or facilities

When procuring or acquiring goods, services or facilities, the Township shall incorporate accessibility guidelines or standards into relevant policies, procedures and by-laws.

d) Self Service Kiosks

The Township shall incorporate accessibility features when designing, procuring or acquiring self-service kiosks. Accessibility features may include, but are not limited to:

- Braille and or tactile buttons and numbers
- An earphone plug-in for audio commands
- Large screen displays
- Adequate clearance for a wheelchair or scooter under the kiosk.

e) Training – Requirements of this Standard & Ontario Human Rights Code

The Township shall ensure that training is provided on the requirements of the Integrated Accessibility Standard and on Human Rights Code as it pertains to persons with disabilities to the following:

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- All employees and volunteers
- All persons who participate in developing the organization's policies;
- All other persons who provide goods, services or facilities on behalf of the Township.
- **Every individual will be trained as soon as practicably possible, based on their specific work duties**
- **On going training will be provided to individuals as policies and regulations change**

The Township shall keep a record of training provided, including dates on which the training was provided and the individuals to whom it was provided.

2. INFORMATION AND COMMUNICATIONS REQUIREMENTS

a) **Feedback**

The Township shall ensure that its process for receiving and addressing feedback is accessible for persons with disabilities by providing, or arranging for the provision of any document related to this service in an accessible format and communication supports upon request. The Township shall consult with the person making the request in determining the suitability of an accessible format or communication support. This shall be done in a timely fashion and the Township shall not charge a cost that is more than the regular cost charged to other persons.

b) **Accessible Formats and Communication Supports**

The Township shall, upon request, provide or arrange for the provision of its documents, where appropriate, in an accessible format or communication support in a timely manner. When providing accessible formats, the Township shall take into account the person's disability and individual communication needs by consulting the person directly.

The Township shall not charge a cost that is more than the regular cost charged to other persons.

The Township shall notify the public about the availability of accessible formats and communication supports through its various communication tools (website, newsletter,

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signage at front reception), e.g. “Documents are available in an accessible format, upon request.”

c) **Emergency Procedure, Plans or Public Safety Information**

The Township shall provide emergency procedures, plans or public safety information that are available to the public in an accessible format upon request.

d) **Accessible Websites and Web Content**

The Township will make its website and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0.

3. **EMPLOYMENT STANDARDS**

a) **Recruitment (General, Selection Process)**

The Township shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process. This notification shall be included at the following stages of the recruitment process:

- Employment postings
- Selection process
- When an offer of employment is made

If an accommodation request is received, the Township will 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 disability.

b) **Informing Employees of Supports**

The Township shall inform its employees of its policies and procedures used 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:

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- As required for new employees as soon as practicable after they begin their employment;

In addition and where an employee with a disability requests it, the Township 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;
- Information that is generally available to employees in the workplace; and
- Consult with the employee making the request in determining the suitability of an accessible format or communication support.

c) Accessible Formats and Communication Supports for Employees

Upon request, the Township shall consult with the employee with a disability when providing or arranging for the provision of accessible formats or communication supports for information that is needed in order to perform the employee's job and information that is generally available to employees in the workplace.

d) Workplace Emergency Response Information

- The Township will provide individual workplace emergency response information to employees who have a disability:
 - a) where the disability is such that individual information is necessary; and
 - b) where the Township is aware of the need for accommodation due to the employee's disability.
- If the employee who receives an individualized workplace emergency response information requires assistance, and with the employee's consent, the municipality shall provide the workplace emergency information to the person designated by the Township to provide assistance to the employee.
- Individualized information is provided as soon as practicable after the Township becomes aware of the need for accommodation due to an employee's disability.
- The Township will review the individualized workplace emergency response information:
 - a) when the employee moves to a different department;
 - b) when overall accommodation needs or plans are reviewed;
 - c) when the Township reviews its general emergency response policies.

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e) Individualized Accommodations Plans

The Township shall establish a written process for the development of individualized accommodation plans for employees with disabilities.

f) Return to Work Process

The Township shall develop a 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.

g) Performance Management

The Township shall take into consideration the accessibility needs of employees with disabilities, as well as individualized accommodations plans when using its performance management process in respect of employees with disabilities.

Performance management refers to the activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.

h) Career Development and Advancement

When providing career development and advancement opportunities, the Township shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans.

Career development and advancement includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization and is usually based on merit or seniority.

4. TRANSPORTATION

At this time, the Transportation Standard component of the Integrated Accessibility Standards does not apply to the Township of Chisholm.

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5. DESIGN OF PUBLIC SPACES

The Township shall meet accessibility requirements when constructing and maintaining **new or redeveloped** elements of public spaces including:

- Recreational trails and beach access routes
- Outdoor eating areas for public use
- Outdoor play spaces (such as playgrounds)
- Exterior paths of travel (such as walkways across parks or between buildings)
- Service counters and waiting areas

When undertaking new construction or redevelopment in any of the above categories, the Township shall refer to and comply with the legislative requirements for that category (Ontario Regulation 413/12).

As per the legislation, the Township is not required to make changes to existing public spaces. The standard only applies when organizations build new or make major changes to existing elements of public spaces.