
Policy Title:	Integrated Accessibility Standards
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Department:	Corporate Services
Author:	Clerks Division
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1. Intent

The Town of Saugeen Shores (the Town) is committed to providing access to information, services, and facilities for everyone, regardless of age or ability, and supports the full inclusion of persons as set out in the [Canadian Charter of Rights and Freedoms](#), [Ontario Human Rights Code](#), and the [Accessibility for Ontarians with Disabilities Act, 2005](#).

The Town shall use every reasonable effort to ensure that the needs of people with disabilities are met, in a timely manner, through the implementation of this Policy to create a barrier-free community.

2. Policy Statement

Under the AODA all public and private sector organizations must meet the requirements of accessibility standards established by Regulation. This Policy establishes the Integrated Accessibility Standards in the areas of Employment, Information and Communication, and Transportation for the Town in accordance with [Ontario Regulation 191/11](#) and with the [Ministry of Children, Community, and Social Services](#).

3. Authority

- 3.1 [Accessibility for Ontarians with Disabilities Act, 2005](#)
- 3.2 [Ontario Regulation 191/11](#)
- 3.3 [Ontario Human Rights Code](#)
- 3.4 [Canadian Charter of Rights and Freedoms](#)
- 3.5 Town of Saugeen Shores By-law 4-2013

4. Scope

This Policy has been drafted in accordance with the Regulation and addresses how the Town achieves accessibility through meeting the Regulation's requirements for employees, volunteers, residents, and visitors. It provides the overall strategic direction to follow to provide accessibility supports to Ontarians with disabilities.

The requirements of the Regulation include:

- a) Establishment, implementation, maintenance, and documentation of a Multi-Year Accessibility Plan, which outlines the Town's strategy to prevent and remove barriers and meet its requirements under the Regulation;
- b) Incorporation of accessibility criteria and features when procuring or acquiring goods, services, or facilities;
- c) Training; and
- d) Other specific requirements under the Integrated Accessibility Standards.

5. Definitions

- 5.1 **"Accessible Formats"** as defined under *O. Reg. 191/11: Integrated Accessibility Standards*, may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.
- 5.2 **"Accommodation"** means the special arrangement made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary

depending on the persons' unique needs.

- 5.3 **“AODA”** means Accessibility for Ontarians with Disabilities Act.
- 5.4 **“Barrier”** as defined under the AODA, means anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.
- 5.5 **“Beach Access Routes”** as defined under O. Reg. 191/11: Integrated Accessibility Standards, means routes that are constructed and are intended for pedestrian use by the public and that provide access from off-street parking facilities, recreational trails, exterior paths of travel and amenities to an area of a beach that is intended for recreational use by the public.
- 5.6 **“Communication Supports”** as defined under O. Reg. 191/11: Integrated Accessibility Standards, may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.
- 5.7 **“Communications”** means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.
- 5.8 **“Disability”** as defined under the AODA means,
- 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.
- 5.9 **“IAP”** means Individual Accommodation Plan.
- 5.10 **“Information”** includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.
- 5.11 **“Mobility Assistive Device”** means a cane, walker, wheelchair, scooter or similar aid.
- 5.12 **“Recreational Trails”** as defined under O. Reg. 191/11: Integrated Accessibility Standards, means public pedestrian trails that are intended for recreational and leisure purposes.
- 5.13 **“Redeployment”** means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated.
- 5.14 **“Unconvertible”** means:
- If it is not technically feasible to convert the information or communications;
 - The technology to convert the information or communications is not readily available.
- 5.15 **“Web Content Accessibility Guidelines”** means the World Wide Web Consortium recommendation, dated December 2008, and entitled “Web Content Accessibility Guidelines (WCAG) 2.0”.

6. Policy

6.1 Framework

A. General Provisions

Multi-Year Accessibility Plan

The Town's Multi-Year Accessibility Plan outlines a phased-in strategy to prevent and remove barriers and addresses the current and future requirements of the AODA. The Town will report annually on the progress and implementation of the Plan, post the information on the Town's Website, and provide it in alternative formats upon request. The Plan will be reviewed and updated at least once every five (5) years.

Procuring or Acquiring Goods, Services, or Facilities

The Town will use accessibility criteria and features when procuring or acquiring goods, services, or facilities, except where it is not practical to do so (in which case, if requested a reasoning will be provided).

Training

The Town will ensure that training is provided to all employees, volunteers, and regular fee-for-service staff 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. Training will be provided as soon as practicable. If any changes are made to this Policy or the requirements training will be provided. The Town shall maintain a record of the dates when training is provided and the number of individuals to whom it was provided.

B. Information and Communication Standard

The Town will create, provide, and receive information and communications in ways that are barrier-free to people with disabilities.

If the Town 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, the Town will be obligated to provide the person who requires the information with:

1. An explanation as to why the information and communications are unconvertible;
2. A summary of the unconvertible information or communications.

C. Emergency Information

If the Town prepares emergency procedures, plans, or public safety information and makes the information available to the public, the Town shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

D. Feedback

The Town has a process in place for receiving and responding to feedback and will ensure that those processes are provided in accessible formats and with communication support upon request. The Town will notify the public about the availability of accessible formats and communication supports.

E. Accessible Formats And Communication Supports

The Town shall be obligated to provide or arrange for accessible formats and communication support for persons with disabilities:

- a) Upon request, in a timely manner, that takes into account the persons' accessibility needs due to a disability;
- b) At a cost that is no more than the regular cost charged to other persons;
- c) Consult with the person making the request and determine the suitability of an accessible format or communication support; and
- d) Notify the public about the availability of accessible formats and communication supports.

F. Website Accessibility

The Town has made its website and web content conform to the World

G. Employment Standard

Part III Employment Standard of the [Ontario Regulation 191/11](#) 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.

H. Recruitment

The Town shall notify employees and the public about the availability of accommodations for applicants with disabilities:

- a) During the recruitment process when job applicants are individually selected to participate in an assessment or selection process;
- b) If a selected applicant requests an accommodation, the Town shall consult with the applicant and provide or arrange for the provision of a suitable accommodation that takes into account the applicant's disability; and
- c) Notify successful applicants of the policies for accommodating employees with disabilities.

I. Employee Notification

In addition, where an employee with a disability requests it, the Town will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- a) Information that is needed to perform the employee's job;
- b) Information that is generally available to employees in the workplace; and
- c) Consult with the employee requesting to determine the suitability of an accessible format or communication support.

J. Accessible Formats

In addition, and where an employee with a disability requests it, the Town will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- a) Information that is needed to perform the employee's job;
- b) Information that is generally available to employees in the workplace; and
- c) Consult with the employee requesting to determine the suitability of an accessible format or communication support.

K. Individual Accommodation Plan (IAP)

The Town shall have in place a written process for the development of a documented Individual Accommodation Plan for employees with a disability. The process includes:

- a) The employee's participation in the development of the IAP;
- b) Assessment on an individual basis;
- c) Identification of accommodations to be provided;
- d) Timelines for the provision of accommodations;
- e) The Town may request an evaluation by an outside medical or other experts, at the Town's expense, to assist with determining accommodation and how to achieve accommodation;
- f) Employee may request the participation of a representative from their bargaining agent, where represented, or otherwise a representative from the workplace not from a bargaining agent;
- g) Steps taken to protect the privacy of the employee's personal information;
- h) Frequency with which the IAP will be reviewed and updated and how it will be done;
- i) If denied, the reasons for the denial are to be provided to the employee;
- j) A format that takes into account the employee's disability needs;
- k) If requested, any information regarding accessible formats and

- communication supports provided; and
- I) Identification of any other accommodation that is to be provided.

L. Return To Work

The Town has in place a return-to-work process for employees who have been absent from work due to a disability and require disability-related accommodation to return to work. Such processes must be documented and must outline the steps that The Town will take to facilitate the return to work and include an IAP.

M. Performance Management, Career Development, Advancement, and Redeployment

The Town will consider the accommodation needs and individual accommodation plans of employees when:

- a) Using performance management processes;
- b) Providing career development and advancement information; and
- c) Using redeployment procedures.

N. Workplace Emergency Response Information

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

- a) If the disability is such that the individualized information is necessary, and the employer is aware of the need for accommodation due to the employee's disability;
- b) If the employee who receives an individual workplace emergency response information requires assistance, and with the employee's consent, the Town shall provide the workplace emergency information to the person designated by the Town to provide assistance to the employee;
- c) As soon as practicable after becoming aware of the need for accommodation due to the employee's disability; and
- d) Review the individualized workplace emergency response information when the employee moves to a different location in the organization, when overall accommodations needs or plans are reviewed, and when the employer reviews its general emergency response policies.

O. 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 Town will address aspects of accessible public transportation, where applicable, with regards to the following:

- a) Ensure taxicabs do not charge a higher fare or additional fee to persons with disabilities;
- b) Ensure taxicabs do not charge a fee for mobility assistive devices;
- c) Ensure taxicabs have appropriate information displayed on the rear bumper and business cards available in an accessible format;
- d) Ensure contracted Specialized Transportation Service Providers are aware of their obligations to comply with the AODA and its Regulations.

P. Public Spaces

The Town shall use every reasonable effort to ensure that any Town-owned public spaces are barrier-free and meet the technical requirements in accordance with the AODA and the Ontario Regulation 191/11 including:

- recreational trails;
- beach access routes;
- outdoor public use eating areas;
- outdoor play spaces
- exterior paths of travel
- Accessible parking

Accessibility Advisory Committee shall be consulted on the design in accordance with the AODA.

6.2 Development and Review

This Policy will be reviewed and updated at least once every five (5) years.

6.3 Attachments

None