

	<b>Municipality of North Perth</b> Corporate Policies		
Section Number <b>E</b>	Accessibility		
Policy Number E-1	<b>Corporate Accessibility Policy &amp; Procedures</b>		
Adopted by Council: May 26 <sup>th</sup> , 2014  Effective: May 26 <sup>th</sup> , 2014	Supersedes: Accessible Customer Service Policies and Procedures – September 21 <sup>st</sup> , 2009	Coverage: All employees, elected and appointed officials, volunteers, agents and others working on behalf of the Municipality of North Perth	Page 1 of 25

i) **Policy Statement:**

At the Municipality of North Perth, we are committed to providing equal treatment to people with disabilities with respect to the use and benefit of Municipal services, programs, goods and facilities in a manner that respects their dignity, independence, integration and is equitable in relation to the broader public. This commitment extends to residents, employees, visitors and other stakeholders with visible and non-visible disabilities.

This policy provides guidance on how the Municipality of North Perth ensures all goods, services, programs and facilities are approached in an inclusive manner that takes into account the needs of persons with disabilities.

As such, this policy replaces the Accessible Customer Service Policies and Procedures adopted by North Perth Council on September 21<sup>st</sup>, 2009 in order to incorporate into one policy all of the standards outlined in the Accessibility for Ontarians with Disabilities Act 2005, S.O. 2005, c. 11 (the AODA).

**Purpose:**

This policy is intended to provide the overarching framework to guide, review and develop other Municipal policies, procedures, By-laws and guidelines, in order to comply with standards developed under the Accessibility for Ontarians with Disabilities Act 2005, S.O. 2005, c. 11 (the AODA). The AODA sets out a road map for an Accessible Ontario by 2025 with mandatory and enforceable standards including:

- Customer Service Standards
- Information and Communications Standards
- Employment Standards
- Transportation Standards
- Built Environment Standards

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The Customer Service Standard became law (Ontario Regulation 429/07) on January 1, 2008, and the Municipality of North Perth has complied with this standard since January 1, 2010.

The next three standards – Information and Communications, Employment and Transportation – are all part of the Integrated Accessibility Standard Regulation or IASR (Ontario Regulation 191/11), which is in line with the Ontario Government intent to “streamline, align and phase-in accessibility requirements and allow for progress on accessibility and reduce the regulatory burden for obligated organizations”. There are also a number of General Requirements which refer to the Establishment of Accessibility Policies, Multi-year Accessibility Plans, Procuring or Acquiring Goods, Services or Facilities, Self-Service Kiosks and Training, all of which are an integral part of the IASR. This regulation came into force July 1, 2011.

The accessibility standards for the Built Environment focus on removing barriers in two areas:

1. **Public Spaces:** The Design of Public Spaces Standard became law in December 2012. This standard applies only to new constructions or major renovations being designed for outdoor elements. The Municipality of North Perth must comply with this standard by January 1, 2016.
2. **Buildings:** Ontario's Building Code has been amended to include enhancements to accessibility in buildings. As of January 1, 2015, new construction and renovations will be subject to updated accessibility requirements.

### **Application:**

This policy applies to all Municipal Councillors, Employees, Board/Committee Members, Volunteers, Agents and third parties providing goods, services or facilities to the public on the Municipality’s behalf, in accordance with the legislation.

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## A. Definitions

**Accessibility** – a general term used to describe the degree of ease that something (e.g. device, service, environment) can be used and enjoyed by persons with a disability. The term implies conscious planning, design and/or effort to ensure it is barrier-free to persons with a disability, and by extension, highly usable and practical for the general population as well.

**Accessible Formats** – may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.

**Barrier** – means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including physical barriers, architectural barriers, an information or communications barrier, and an attitudinal barrier, a technological barrier or a policy or practice.

**Communication Supports** - may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

**Disability** – is defined, per Section 2 of the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 and the Human Rights Code, R.S.O. 1990, c. H.19, as follows:

- a. “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,
- b. a condition of mental impairment or a developmental disability,

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- c. a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d. a mental disorder, or
- e. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

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

**Service Animals** – are defined, per Section 4(9) of the Accessibility Standards for Customer Service, O. Reg. 429/07, as follows:

“an animal is a service animal for a person with a disability:

- a. if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- b. if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.”

**Support Person** – is defined, per Section 4(8) Accessibility Standards for Customer Service, O. Reg. 429/07, as follows:

“a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.”

**Unconvertible** - information or communications are unconvertible if it is not technically feasible to convert the information or communications or the technology to convert the information or communications is not readily available.

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## B. Process

Municipal services, programs, goods and facilities are to be available to persons with disabilities, taking into account their disability in a manner that:

- Is free from discrimination and reflects the principles of dignity and independence;
- Seeks to provide inclusive and integrated services;
- Identifies, prevents and removes barriers for persons with disabilities in the Municipality of North Perth requiring goods, services, programs and facilities;
- Provides for equal opportunity for people with disabilities to obtain, use and benefit from the goods, services, programs and facilities in the Municipality;
- Strives to meet and/or accommodate the accessibility needs of persons with disabilities in a timely manner, at no greater cost than that for persons without disabilities;
- Promotes accessibility through the development of policies, procedures and practices that consider persons with disabilities, and;
- Takes into consideration a person's disability.

## C. Policy Requirements

### 1) General Standards

The Municipality of North Perth is a large designated public sector organization under the AODA and is committed to meeting the accessibility needs of persons with disabilities. This policy is to function as an umbrella policy for the requirements and standards developed under the AODA.

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## 2) Accessibility Advisory Committee

The County of Perth and its Member Municipalities, have established an advisory committee with a majority of individuals whom are persons with disabilities. The Accessibility Advisory Committee (AAC), with the guidance of the Accessibility Coordinator (AC), shall advise Council about the requirements and implementation of the AODA accessibility standards, preparation of accessibility reports, including access for persons with disabilities to a building or premises, awareness and education and other matters for which Council may seek advice and consultation.

## 3) Accessibility Planning

The County of Perth and its Member Municipalities will establish, implement, maintain and document a Multi-year Joint Accessibility Plan in consultation with persons with disabilities and the municipal accessibility advisory committee, in accordance with the Accessibility for Ontarians with Disabilities Act, 2005. The Joint Multi-year Accessibility Plan will outline the ways the County of Perth and its Member Municipalities will prevent and remove barriers and meet the requirements of the standards developed under the Accessibility for Ontarians with Disabilities Act, 2005. The plan will be posted on the County's website ([www.perthcounty.ca](http://www.perthcounty.ca)), Municipality of North Perth website [www.northperth.ca](http://www.northperth.ca) and shall be made available in an accessible format and with communication supports, upon request. Progress on the implementation of the plan will be provided annually in the County of Perth Joint Accessibility Plan update report to Council. The accessibility plan shall be reviewed and updated at least once every five (5) years.

The Municipality of North Perth maintains policies governing how the Municipality shall meet its requirements under the AODA, and the Municipality will provide polices in an accessible format, upon request.

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#### 4) Accessible Formats and Communication Supports

Except as otherwise provided in the AODA, the Municipality of North Perth shall, upon request, and in consultation with the person making the request, provide or make arrangements to provide accessible formats and communication supports for persons with disabilities. Accessible formats and communication supports shall be provided in a timely manner, taking into account the person's accessibility needs and at a cost that is no more than the regular cost charged to other persons.

When it is not practicable to provide an alternative format or to provide communication supports, the Municipality of North Perth Staff will work with the requestor to determine an appropriate method of communication.

This does not apply to products, products labels, unconvertible information or communications and information that the Municipality does not control directly or indirectly through contractual relationships. If it is determined that information or communication are unconvertible, the department shall provide the person requesting the information or communication with:

- i. An explanation as to why the information or communications are unconvertible;
- ii. A summary of the unconvertible information or communications.

#### 5) Documentation

Documentation that describes this Policy and each of its requirements shall be maintained on the Municipality of North Perth's intranet for employee reference, and on the Municipality of North Perth's website [www.northperth.ca](http://www.northperth.ca) , and provided to individuals in an accessible format or communication support, upon request.

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Should Municipal staff be unable to provide a requested accessible format or communication support, staff shall provide, upon request, an explanation. Review and amendments of this document will be the responsibility of the Chief Administrative Officer (CAO) in consultation with the Human Resources Coordinator and Perth County Accessible Coordinator.

## 6) Procurement of Goods, Services, Facilities and Kiosks

Municipal procurement adheres to the Municipality's Procurement By-law. Whenever possible, Municipality of North Perth staff will take into account the accessibility features and criteria of goods, services, and facilities procured, purchased, or acquired.

When not practicable to incorporate accessibility criteria and features when procuring goods, services or facilities, staff shall provide, upon request, an explanation.

## 7) Training

- i. Municipal Councillors, Employees, Board/Committee Members, Volunteers, and third parties providing goods, services, programs and facilities on the Municipality's behalf shall be required to undergo training on the purposes and requirements of:
  - Accessibility for Ontarians with Disabilities Act (AODA), 2005;
  - Ontario Regulation 429/07 Accessible Standards for Customer Service, 2007;
  - Ontario Regulation 191/11 Integrated Accessibility Standards Regulation (IASR), 2011; and
  - The Ontario Human Rights Code (as it pertains to persons with disabilities).

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- ii. The training provided shall be appropriate to the duties of the Councillors, Employees, Board/Committee Members, Volunteers, and third parties
- iii. Training for the IASR shall take place by January 1, 2014, or as soon as practicable.
- iv. Training will be provided as soon as possible after hire, incorporated into the existing orientation process, led by the Human Resources Coordinator (including volunteers and students).
- v. Upon completion of the training, the Municipality shall keep a record of the training provided, including the name of the person, location and the date completed.
- vi. The training of Municipal Councillors will occur at the lower tier level.
- vii. Committee members who are not a part of staff or council (citizen members) will receive training as soon as possible after appointment.
- viii. Should there be a change to this or other policies that refer to accessibility, training will be provided as soon as practicable.

## 8) Feedback

The ultimate goal of the Municipality of North Perth is to meet and surpass customer expectations while serving customers with disabilities. Comments on the Municipality's services regarding how well those expectations are being met, are welcomed and appreciated.

- i. The Municipality of North Perth will provide, upon request, accessible formats and communication supports when seeking public input, feedback, and advise, when practicable.

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- ii. Written or in-person feedback is to be provided to the Municipal CAO via:

Phone: 519-292-2040

Email: [ksnell@northperth.ca](mailto:ksnell@northperth.ca)

Mail: Municipality of North Perth  
Kriss Snell, CAO  
330 Wallace Ave. N.,  
Listowel, ON N4W 1L3

The CAO shall communicate the comment or concern to the appropriate Department Head. Communication with the Perth County Accessible Coordinator by Staff as the concern or comment may also occur, as appropriate, for assistance in developing a resolution.

- iii. Should a comment or concern be received directly by the Perth County Accessibility Coordinator (via phone 519-271-0531 extension 141, email [accessibility@perthcounty.ca](mailto:accessibility@perthcounty.ca), or mail: Corporation of the County of Perth, 1 Huron St., Stratford, ON N5A 5S4), they will notify the Municipal CAO
- iv. If deemed appropriate, a comment or concern regarding the provision of accessible goods, programs and services may be directed to the Perth County Accessibility Advisory Committee for recommendations on how to address the comment or concern.
- v. A response will be provided within 30 days, in the same manner as the comment or concern was received. Should Municipal staff be unable to provide a requested accessible format or communication support, the Municipality will work to determine alternate means for participation in the feedback process.
- vi. If agreement on the resolution of a concern cannot be reached between the appropriate Director or designate and the complainant has the option of presenting the concern to the North Perth Council for final disposition.

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- vii. A notice encouraging feedback will be posted at all Municipality of North Perth service counters and the Municipal website ([www.northperth.ca](http://www.northperth.ca)) and full copies of the feedback process will be available upon request. Staff will draw attention to the request for feedback for customers unable to read the notice.

**See Appendix A: Feedback Notice**

## 9) Non-Compliance

For all persons representing the Municipality of North Perth as elected or appointed officials, action will be determined by Council for failure to comply with this Corporate Accessibility Policy.

## D. Customer Service Standard

The Municipality of North Perth is committed to providing equal treatment to people with disabilities with respect to the use and benefit of Municipal services, programs, goods and facilities in a manner that respects their dignity, independence, integration and is equitable in relation to the broader public. This commitment extends to residents, employees, visitors and other stakeholders with visible and non-visible disabilities.

### 1) Admission fees

If the Municipality charges an admission fee to the premises or programs or in connection with a person's presence at the premises, the Municipality of North Perth will waive the fee for support persons.

### 2) Assistive devices

- i. Municipal Councillors, Employees, Board/Committee Members, Volunteers and third party contractors shall accommodate the use of personal assistive devices

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including but not limited to, wheelchairs, canes, walkers, scooters, Braille display and communication boards.

- ii. Should a person with a disability be unable to access the Municipality's services through the use of their own personal assistive device, the Municipality of North Perth will ensure the following measures are taken:
  - a. Assess service delivery and potential service options to meet the needs of the individual;
  - b. Identify alternative services and how a person with a disability can access the services, either temporarily or on a permanent basis; and
  - c. Assistive devices that are purchased or provided by the Municipality for access to specific services and programs shall be kept in good working order and the public shall be informed of their availability. Further, the Municipality will ensure that relevant staff is trained on the use of all assistive devices available for their customers at the location(s) in which they provide service.

**See Appendix B: Assistive Device Instruction Manual**

### **3) Contractors**

The Municipality of North Perth will ensure that all agents and others who deal with the public or other third parties who are involved in developing policies, practices and procedures that govern the provision of our goods and services will receive training on the accessible provision of its goods and services to persons with disabilities.

Contracted companies or individuals who meet the criteria outlined above will provide the Municipality with documentation indicating that training in accordance with the requirements of regulation 429/07 has been provided to all of their staff who will be providing goods and services on our behalf.

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**See Appendix C: Guidelines for Determining Contractor Training Requirements**

**See Appendix D: Form C – Contractor Accessibility Agreement**

#### **4) Notice of Service Disruption**

- i. In the event that there is a temporary service disruption in the availability of facilities, programs, services or goods used by persons with disabilities (for example, temporary loss of lift service), the Municipality shall give notice to the public of the reason for the disruption, the date(s) of disruption, the anticipated duration and a description of alternative facilities or services, if any, that are available.
- ii. Such notice may be provided by a variety of methods, depending on the circumstances, using **Form B – Notice of Service Disruption**, , and may include postings in conspicuous places at the affected premises, other Municipal facilities, and the Municipal website [www.northperth.ca](http://www.northperth.ca) . If the Municipal website should expect a temporary service disruption, advance notice, where possible, will be provided on the website. If deemed appropriate and time permits, planned disruptions of services may also be published in local newspapers and broadcast on local radio stations.
- iii. Ensuring the posting of Form B at the facilities will be the shared responsibility of the Facilities Supervisor and Facility Operator. The Facilities Supervisor and Facility Operator will also have the responsibility of providing a copy of Form B to the Clerk’s Department, who will be responsible for posting its contents on the Municipal website.

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- iv. Notice will be given in as much advance as possible, however in the event of an unplanned service disruption, notice will be given as soon as feasibly possible in the manner described in this section.

**See Appendix E: Form B – Notice of Service Disruption**

## 5) Service animals

Municipal Councillors, Employees, Board/Committee Members, Volunteers and third party contractors shall accommodate the use of service animals by people with disabilities who are accessing Municipal services or goods unless the animal is otherwise excluded by law, such as food preparation areas as prohibited by Food Premises, R.R.O. 1990, Reg. 562 under the Health Protection and Promotion Act, R.S.O. 1990, c. H.7. See Definitions for a detailed description of Service Animals.

In the case where a service animal is excluded from the premises by law, the Municipality will ensure that other measures are available to enable the person with the disability to obtain or benefit from the use of the Municipality's goods and services.

This could include:

- a) Offering the person with a disability a safe place for their animal to remain while obtaining goods or services, along with personal support in obtaining the goods and services; or
- b) Offering goods and services at an alternate location that allows for service animal accompaniment.

## 6) Support persons

- i. Where a person with a disability accessing Municipal goods or services is accompanied by a support person. Municipal Councillors, Employees, Board/Committee Members, Volunteers and third party contractors shall ensure

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that both persons are permitted to enter the premises together and shall ensure that the person with a disability can access the support person while on the premises.

- ii. If a fee is required for admission to the premises or in connection with a person's presence at the premises, the Municipality of North Perth will waive the fee for support persons. Furthermore,
  - a. All advertising indicating the fee amounts will also indicate the fees do not apply to support persons.
  - b. Members of the public should notify a staff member about the presence of a support person.
- iii. When attended by a support person, consent from the person being supported must be obtained prior to disclosing confidential information. Support persons may be required to sign a confidentiality agreement in some situations.
- iv. The Municipality of North Perth reserves the right to request a person with a disability to be accompanied by a support person in the event that it is considered necessary to protect the health and safety of the person with the disability or others on the premises.

## **E. Information and Communications Support Standard**

### **1) Terminology**

When referring to people with disabilities, Municipal Councillors, Employees, Board/Committee Members, Volunteers and third party contractors shall use terminology that adheres to guidelines provided in the Municipality of North Perth Accessibility Training for Customer Service.

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## 2) Accessible Websites and Web Content

Internet websites and web content controlled directly by the Municipality or through a contractual relationship that allows for modification of the product shall conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A and AA in accordance with the schedule set out in the AODA Integrated Accessibility Standards.

## 3) Communication

- i. When communicating with a person with a disability, Municipal Councillors, Employees, Board/Committee Members, Volunteers and third party contractors shall do so in a manner that takes into account the person's disability. Guidelines for communicating with people who have various types of disabilities are provided in: **Appendix F: - Guidelines-Communicating with Customers.**
- ii. The Municipality of North Perth will ensure that Municipal Councillors, Employees, Board/Committee Members, Volunteers who communicates with customers and third parties are trained on how to interact and communicate with people with various types of disabilities.
- iii. The Municipality will offer a variety of communication methods for people to access goods, services and facilities to allow individuals to select the method most accessible to them.

## 4) Format of Documents and Information

- i. The Municipality will notify the public about the availability of accessible formats and communication supports.

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- ii. Upon request, the Municipality will provide Municipal documents (e.g. forms, print materials, bills, etc.) or the information contained within the documents in formats that take into account a person's disability.
- iii. The Municipality will consult the person requesting the document to determine what a reasonable accessible alternate format of the document or information would be.
- iv. When staff receive a request for alternative format they should fill out Form A: Request for Information and Assistance in an Alternative Format (See Appendix G), and submit the form to the Chief Administrative Officer (CAO). The CAO will work with the Director of the department of origin to fulfill the request using: Appendix H: Guidelines for the Formatting of Documents and Information
- v. The time frame attached to the conversion process will vary depending on the media chosen, the size, complexity, quality of source documents and number of documents to be converted. Documents will be returned in a timely manner with consideration of these factors.
- vi. Should documents contain information required by the customer sooner than the conversion will be ready; the information will be communicated in a way that is accessible to the customer.
- vii. Customers will not be charged fees for documents in alternative formats that exceed the fees charged for the document in its original state.

## 5) **Emergency Procedures, Plans and Information**

The Municipality shall provide all existing public emergency procedures, plans and public safety information, upon request, in an accessible format or with appropriate communication supports in a timely manner.

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## 6. Public Library

The Public Library shall provide access to, or arrange for the provision of access to, accessible materials (where they exist). In doing so, the Public Library shall provide information to the public about the availability of accessible materials, also providing this information in an accessible format or with appropriate communication supports, upon request.

## F. Employment Standard

### 1) Recruitment

The Municipality shall post information about the availability of accommodations for applicants with disabilities in its recruitment process. Job applicants who are individually selected for an interview and/or testing shall be notified that accommodations for material to be used in the process are available, upon request. The Municipality shall consult with any applicant who requests an accommodation in a manner that takes into account the applicant's disability. Successful applicants shall be notified about the Municipality's policies for accommodating employees with disabilities as part of their offer of employment.

### 2) Employee Supports

The Municipality will inform employees of the policies used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. The Municipality will provide this information to new employees as soon as practicable after they begin their employment, and updated information will be provided to all employees whenever there is a change to existing policies on the provision of job accommodations. The Municipality will work with an employee with a disability to find the appropriate accommodation to meet the individual's needs, which may include the development of

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an Individual Accommodation Plan. (See HR Policy – B-4.2) - Individual Accommodation Plans.

### **3) Accessible Formats and Communication Supports for Employees**

Upon an employee’s request, and completion of the **Form A – Request for Information and Assistance in an Alternative Format (See Appendix G)**, the Municipality shall consult with the employee to provide for or arrange for the provision of accessible formats and communications supports for:

- a) information that is needed in order to perform the employee’s job; and
- b) information that is generally available to employees in the workplace.

The Municipality will consult with the employee making the request in determining the suitability of an accessible format or communication support.

### **4) Workplace Emergency Response Information**

If an employee’s disability is such that workplace emergency response information is necessary and the Municipality is aware of the need for accommodation, this information shall be provided to employees. In addition, this information shall be provided, with the employee’s consent, to the person(s) designated to provide assistance. The information shall undergo review when the employee moves to a different location, when the employee’s overall accommodation needs or plans are reviewed and when the Municipality reviews its general emergency response plan.

A process has been established in order to allow communication between the Municipality and employees regarding the provision of accessible formats and communication supports for Workplace Emergency Response Information.

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See Appendix I: Human Resources Policy B4.4 - Individualized Workplace Emergency Response

See Appendix J: Procedure - Workplace Emergency Response Information

See Appendix K: Form A –Memo Workplace Emergency Response Identification

### **Documented Individual Accommodation Plans**

A written process for the development and maintenance of documented individual accommodation plans will be developed for employees with disabilities, if requested. These plans shall include information regarding accessible formats and communications supports. If requested, the plans shall include individualized workplace emergency response information.

See Appendix L: Form B –Worksheet Employee Emergency Information

See Appendix M: Form C – Employee Emergency Response Plan Template

### **5) Return to Work Process**

The Municipality shall have in place a documented return to work process to facilitate our employees return to work following an illness or disability which requires employment related accommodations. This return to work process shall outline the steps that the Municipality shall take to facilitate the return to work.

See Municipality of North Perth Health & Safety Manual Policy 17 – “Early & Safe Return to Work”

### **6) Redeployment**

Redeployment may mean the reassignment of employees to other departments within the organization as an alternative to a “layoff” when a particular job or department has

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been eliminated. If the Municipality uses redeployment processes, they must take into account the accessibility needs of its employees with disabilities.

## 7) Performance Management and Career Development and Redeployment

The Municipality shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans when using performance management tools or providing career development and advancement opportunities to its employees.

## G. Transportation Standard

The County of Perth, on behalf of the Municipality of North Perth, is committed to ensuring that people with disabilities have information on accessible public transportation services available within the County. In order to meet this commitment, the Accessibility Coordinator will compile and maintain a listing of available accessible transportation services provided by organizations servicing the lower tier municipalities, the City of Stratford and the Town of St. Marys, and surrounding areas within the County of Perth. This listing will be posted on the County of Perth website, and will be available in alternate formats, upon request.

### 1) Taxi Cab Services

In the Municipality of North Perth, Owners and operators of taxicabs licensed by the Municipality of North Perth are prohibited from charging additional fares or fees to persons with disabilities or for the storage of mobility aids or mobility assistive devices. Additionally, taxicabs licensed by the Municipality are also required to have vehicle registration and identification posted on the rear of the vehicle, as well as being available in an accessible format, upon request.

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## 2) Specialized Transportation Services

There is an agreement made between the Municipality of North Perth VON (“The Operator”), to provide a public transportation system for seniors and disabled persons within their community.

## H. Built Environment Standard

The Built Environment Standard helps to remove barriers for persons with disabilities in outdoor public spaces and buildings.

### 1) Design of Public Spaces:

Ontario Regulation 413/12 made under the Accessibility for Ontarians with Disabilities Act, 2005, was published on December 17, 2012. This regulation amends Ontario Regulation 191/11, the Integrated Accessibility Standards Regulation (IASR) by adding Part IV.1 Design of Public Spaces Standards (Accessibility Standards for the Built Environment). As a large public sector organization, this Part applies to the County of Perth and its Member Municipalities, including the Municipality of North Perth, and applies, except as otherwise specified, to public spaces that are newly constructed or redeveloped on and after January 1, 2016, and that are covered by this Part.

### 2) Ontario Building Code

On December 27, 2013, Ontario Regulation 368/13 was filed to amend the new 2012 Building Code, O.Reg. 332/12. The effective date of the amendment is January 1, 2015.

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The amended requirements will substantially enhance accessibility in newly constructed buildings and existing buildings that are to be extensively renovated.

### 3) Site Plan Control

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) allows provisions for the Accessibility Advisory Committee to request site plans and drawings described in Section 41 of the Planning Act to review.

In order to assist municipalities in Perth County to fulfill their obligations in a timely manner, **Site Plan Control Guidelines (Appendix N)**, including an Accessible Design Checklist were created by the Accessibility Advisory Committee to ensure that developments being approved under the site plan control process are accessible and have regard for persons with disabilities.

#### I. Responsibilities

The Chief Administrative Officer (CAO), with the assistance of the Perth County Accessibility Coordinator, is responsible for reviewing the Corporate Accessibility Policy and recommending amendments to ensure on-going compliance with regulated accessibility standards and legislated obligations.

- 1) Municipal Council shall approve the Corporate Accessibility Policy;
- 2) The Perth County Accessibility Coordinator shall provide advice to the Municipality on the implementation of the Corporate Accessibility Policy;
- 3) The Municipal CAO shall ensure training is provided to new employees and existing staff on legislation applicable to Accessibility, as well as the Corporate Accessibility Policy and its provisions;.

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- 4) Department Heads and Supervisors shall ensure that they and their staff are familiar with and comply with the Corporate Accessibility Policy and its provisions;
- 5) Councillors, Employees, Board/Committee members, Volunteers and third party contractors are responsible for adhering to the parameters of the Corporate Accessibility Policy and for ensuring needs of persons with disabilities are addressed in goods, services, programs and facilities.

## J. Appendices

- Appendix A:** Feedback Notice
- Appendix B:** Assistive Device Instruction Manual
- Appendix C:** Guidelines for Determining Contractor Training Requirements.
- Appendix D:** Form C – Contractor Accessibility Agreement
- Appendix E:** Form B – Notice of Service Disruption
- Appendix F:** Guidelines – Accessibility Guidelines for Communicating with Individuals with Disabilities
- Appendix G:** Form A – Request for Information and Assistance in an Alternative Format
- Appendix H:** Guidelines for the Formatting of Documents and Information
- Appendix I:** HR Policy B4.4 Individualized Workplace Emergency Response
- Appendix J:** Procedures - Workplace Emergency Response Information
- Appendix K:** Form A –Memo Workplace Emergency Identification
- Appendix L:** Form B –Worksheet Employee Emergency Information
- Appendix M:** Form C –Employee Emergency Response Plan Template
- Appendix N:** Site Plan Control Guidelines

### See also:

HR Policy B-4.2 – Individual Accommodation Plans

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Health & Safety Policy 9.1 - Early & Safe Return to Work.  
 HR Form – Employee Orientation Checklist

## K. References and Legislative Authority

Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11  
 Accessibility Standards for Customer Service, O. Reg. 429/07  
 Integrated Accessibility Standards, O. Reg. 191/11  
 Human Rights Code, R.S.O. 1990, c. H.19  
 Customer Service Policies and Procedures (now superseded) – Approved September  
 21<sup>st</sup>, 2009