

**THE CORPORATION OF THE
TOWNSHIP OF DRUMMOND/NORTH ELMSLEY**

BY-LAW NO. 2013-064

ACCESSIBILITY POLICY

BEING A BY-LAW TO ADOPT AN ACCESSIBILITY POLICY

WHEREAS, Section 5 (3) of the Municipal Act 2001 S.O. Chapter 25 states that the powers of a municipality shall be exercised by by-law;

AND WHEREAS, the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Ontario is working to make the province fully accessible to people with disabilities by 2025;

AND WHEREAS, the Integrated Accessibility Standards (Ontario Regulation 191/11) under the Ontario's Accessibility for Ontarians with Disabilities Act (AODA), prescribes that municipalities with less than 50 employees shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements specified in the Standard;

AND WHEREAS, the Council of the Corporation of the Township of Drummond/North Elmsley is committed to providing service in a manner that respects the dignity and independence of people with disabilities and therefore deems it expedient to adopt a multi-year plan and policies in accordance with the Integrated Accessibility Standards Regulation;

NOW THEREFORE BE IT RESOLVED THAT, the Council of the Corporation of the Township of Drummond/North Elmsley enacts as follows;

1. **THAT** the Accessibility Policy", attached hereto as Schedule "A" of this By-law is hereby adopted as an official document of the Township of Drummond/North Elmsley.
2. **THAT** Schedule "A" attached hereto shall be read with and form part of this By-law.
3. **THAT** should any sections of this By-law, including any section or part of the schedule attached hereto be declared by a court of competent jurisdiction to be ultra vires, the remaining sections shall nevertheless remain valid and binding.

BY-LAW read a first, second and third time and finally passed on the 17th day of December, 2013.

Aubrey Churchill, Reeve

Cindy Halcrow, Clerk Administrator



Township of Drummond/North Elmsley ACCESSIBILITY POLICY

1.0 PURPOSE

This policy has been developed in accordance with the Integrated Accessibility Standards (Ontario Regulation 191/11) and addresses how the Township achieves or will achieve accessibility through meeting the requirements of the regulation. This policy is intended to provide the framework to guide the review and development of other Township policies, standards, procedures, by-laws and guidelines in accordance with the Accessibility for Ontarians with Disabilities Act 2005, S.O. 2005 c. 11.

2.0 LEGISLATIVE AUTHORITY

Under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), Accessibility Standards for Customer Service (Ontario Regulation 429/07) came into force on January 1, 2008 and the Integrated Accessibility Standards (Ontario Regulation 191/11) came into force on July 1, 2011.

This policy, the Accessibility Standards for Customer Service Regulation and the Integrated Accessibility Standards Regulation are not replacements or substitutions for the requirements established under the Ontario Human Rights Code or other laws in respect to accommodation of people with disabilities.

3.0 APPLICATION

This Policy applies to all Township employees, part-time contract staff, committee members, volunteers, consultants, and to any individual or organization that provides goods, services or facilities to the public or other third parties on behalf of the Township.

4.0 PRINCIPLES

Township services, programs, goods, and facilities, are to be available to people with disabilities in a manner that:

- Is free from discrimination;
- Complies with the accessible formats and communications supports;
- Seeks to provide integrated services;
- Provides an opportunity equitable to others to obtain, use and benefit from the goods or services, and;
- Takes into consideration a person's disability.

5.0 DEFINITIONS

“Access Path” – in reference to a Kiosk, includes reach ranges for people using mobility aids, the proximity of the Kiosk to other objects, etc.

“Accessible Formats” – shall mean formats that are an alternative to standard print and are accessible to people with disabilities. Accessible formats may include large print, Braille, and audio electronic formats such as DVDs, CDs.

“AODA” means the Accessibility for Ontarians with Disabilities Act 2005, S.O. 2005 c. 11.

“Assistive Devices” – shall mean an auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (ex. canes, crutches, wheelchairs or hearing aids)

“Career Development” – shall include providing additional responsibilities within an employee’s current position and the movement of an employee from one job to another in the Township that may be higher in pay, provide greater responsibility or be at a higher level in the Township or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them.

“Communication Supports” – shall mean supports that individuals with disabilities may need to access information. Some examples include plain language formats, sign language, as well as reading out loud, captioning, or using written notes to communicate.

“Customer” – shall mean any person who receives or seeks to receive goods or services directly or indirectly from the Township.

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

“Performance Management” – shall mean activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.

“Redeployment” – shall mean the reassignment of employees to other departments or jobs with the Township as an alternative to layoff, when a particular job or department has been eliminated by the organization.

“Service Animal” – shall mean a service animal as defined in Ontario Regulation 429/07, as amended and being: “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” – shall mean any support person as defined in Ontario Regulation 429/07, as being: “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.”

“Structural Features” – in reference to a Kiosk, includes the height and stability of the Kiosk, headset jacks with volume control, and specialized keypads or keyboards, etc.

“Technical Features” – in reference to a Kiosk, includes the colour contrast on the display screen and the options to increase font size, as well as allowing for extra time to complete tasks. Other technical features include voice activating equipment and visual and non-visual modes of operation, etc.

“Township” – shall mean the Corporation of Township of Drummond/North Elmsley .

6.0 STATEMENT OF COMMITMENT

The Township is committed to treating all people with disabilities with respect to the use and benefit of Township services, programs, goods and facilities in a manner that respects 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 shall do so by preventing and removing barriers to accessibility and meeting the accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

7.0 GENERAL REQUIREMENTS

Accessibility Plans

The Township shall produce a multi-year accessibility plan. The plan will be posted on the Township’s website and shall be made available in an accessible format and with communication supports, upon request. Progress on the plan will be provided annually to Council. The Accessibility Plan shall be reviewed and, if necessary, updated at least once every five (5) years.

Other Policies and Plans

The Township maintains other policies with respect to Accessibility and the Township will provide policies in an accessible format upon request.

Procuring or Acquiring Goods, Services, Facilities and Kiosks

The Township shall incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.

Where it is not practicable to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, upon request, an explanation shall be provided.

The Township shall require a declaration from all other persons who provide goods, services or facilities on behalf of the Township that they are compliant with the Accessibility for Ontarians with Disabilities Act and its Regulations.

8.0 CUSTOMER SERVICE STANDARD

Policies, Practices and Procedures

The Township shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- Goods or services shall be provided in a manner that respects the dignity and independence of persons with disabilities;
- Persons with disabilities shall be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services;
- The Township shall communicate with people with disabilities in ways that take into account their disability including accessible notifications and responses to questions;
- Municipal employees shall be trained to communicate and provide appropriate assistance and services in a manner that takes into account the person's disability;
- Where fees for goods and services are advertised or promoted by the Township, it shall provide advance notice of the amount payable, if any, in respect of the Support Person.

Assistive Devices

Township Employees, contract staff, volunteers, committee members and third party contractors shall accommodate the use of personal assistive devices

including but not limited to wheelchairs, canes, walkers, scooters, Braille display boards, and assistive listening device.

Service Animals

Township employees, contract staff, volunteers, committee members and third party contractors shall accommodate the use of service animals by people with disabilities who are accessing Township 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.

Support persons

Where a person with a disability accessing Township goods or services is accompanied by a support person, Township employees, volunteers, and all other persons who provide goods, services or facilities on behalf of the organization shall ensure 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.

Admission fees

If the Township charges an admission fee in connection with a support person's presence at an event or function, the Township shall ensure that notice is given in advance about the amount, if any, that is payable in respect of the support person accompanying a person with a disability.

Notice of service disruption

In the event that there is a temporary service disruption in the availability of facilities, services or goods used by persons with disabilities (e.g., temporary loss of elevator service), the Township shall give notice to the public of the reason for the disruption, the date(s) of disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. Such notice may be provided by a variety of methods, depending on the circumstances, and may include postings in conspicuous places at the affected premises, other Township facilities, and the Township's website (www.dentownship.ca), as well as by other means such as a website that will ensure that the notice reaches those persons potentially affected by the temporary disruption.

Customer Service Feedback Process

Feedback from our customers gives Municipal employees and Council opportunities to learn and improve. The Township shall establish a procedure for receiving and responding to feedback about the manner in which it provides goods and services to persons with disabilities and shall make information about the procedure readily available to the public.

9.0 INFORMATION AND COMMUNICATION STANDARD

Communication

When communicating with a person with a disability, Township employees, volunteers and third party contractors shall do so in a manner that takes into account the person's disabilities.

Emergency Procedure, Plans or Public Safety Information

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

Workplace Emergency Response Information

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

- if the disability is such that the individualized information is necessary; and
- the Township is aware of the need for accommodation due to the employee's disability.

If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the Township shall provide the workplace emergency response information to the person designated by the Township to provide assistance to the employee. Individualized information shall be provided as soon as practicable after the Township becomes aware of the need for accommodation due to the employee's disability.

The Township shall review the individualized workplace emergency response information annually with the employee.

Accessible Websites and Web Content

The Township's internet website and web content shall conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, in accordance with the schedule set out in the Integrated Accessibility Standards Regulation.

10.0 RESPONSIBILITIES

The Clerk Administrator is responsible for reviewing this Policy annually and recommending amendments to ensure on-going compliance with regulated accessibility standards and legislated obligations. Supervisors and managers shall ensure that they and their staff are familiar with and comply with this Policy.

11.0 MONITORING/CONTRAVENTIONS

Failure to comply with the AODA regulations can result in administrative penalties. Supervisors and manager shall monitor current practices to ensure compliance. Failure to comply with this Policy may result in disciplinary action, up to and including dismissal.

12.0 POLICY REVIEW

This Policy shall be reviewed at least once per term of Council.

13.0 AMENDMENTS TO THIS OR OTHER POLICIES

The Township is committed to developing policies that respect and promote the dignity and independence of people with disabilities. All changes to this policy will consider the impact on people with disabilities.

Any Township policy that does not respect and promote the dignity and independence of people with disabilities shall be modified or rescinded.