



The Town of Arnprior Corporate Policies and Procedures Manual

Policy Name: Integrated Accessibility Standards Policy

Policy Manual Section:
Corporate Services

Revision Date: Sept 23, 2013

Policy Number: AS-CP-07

By-law Number: 6259-13

Effective Date: September 23,
2013

Organizational Coverage: All
Employees, Volunteers and Third
Parties

1.0 Policy Statement

The purpose of this policy to set out the requirements of Ontario Regulation 191/11 – Integrated Accessibility Standards (IASR) which reflect a number of accessibility standards that organizations, including the Town of Arnprior are required to meet.

This policy is not intended to replace or supersede Arnprior’s Accessible Customer Service Policy #AS-CP-04 required by Ontario Regulation 429/07 and approved by Arnprior Town Council on November 26, 2012.

2.0 Purpose

Under the Accessibility for Ontarians with Disabilities Act, 2005 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 Information and Communication, Employment and Transportation for the Town of Arnprior in accordance with Ontario Regulation 191/11.

This Policy and its related Procedures facilitate the identification, removal and prevention of barriers to people with disabilities to enable better access to municipal goods, services and facilities.

3.0 Scope

This policy applies to the provision of goods, services or facilities of the public and employees by, or on behalf of, the Town of Arnprior.

The IASR policy will be reviewed and amended, as required, when additional accessibility related Regulations are enacted by the Government of Ontario and when changes are made to the legislative framework governing accessibility.

4.0 Definitions

“Accessible Formats” may include, but are not limited to, large print, plain language, recorded audio or electronic formats such as Word, PDF, Rich Text, or HTML, Braille, and any other format required by persons with disabilities

“Accessibility Plan” a plan that describes the actions an organization will take to prevent and remove barriers and when it will do so

“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’ needs.

“Communication Supports” supports that individuals with disabilities may need in order to access information. Some examples include plain language, sign language, as well as reading the information out loud to a person with vision loss, adding captioning to videos or using written notes to communicate with someone who is hard of hearing.

“Conversation-ready formats” refers to any electronic or digital format that facilitates conversion into accessible formats, such as Braille, large print, audio cassettes, CDs, DVDs, etc.

“Designated public sector organization” refers to organizations listed in Schedule 1 of the Integrated Accessibility Standards Regulation (Broader Public Sector). These organizations include hospitals, universities, colleges of applied arts and technology, district school boards and organizations that provide public transportation such as municipalities.

“Documented Individual Accommodation Plan” – a plan developed by an employer, in consultation with an employee with a disability that documents the accommodations that will be provided so the employee can do his/her job. These plans are living documents. They are to be reviewed regularly.

“Individual workplace emergency response information” refers to the information prepared by employers, in consultation with their employees who have disabilities, to help them prepare for emergencies such as fire, severe weather and power outages.

“Internet website” an organization’s external website that is available to the public and contains a collection of related web pages, images, videos and other digital assets. It is accessible through an Internet address known as a Uniform Resource Identifier (URI)

“Persons with Disabilities” – Defined according the AODA, 2005 as:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness 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, 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 developmental disability;
- Learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder;
- An injury or disability for which benefits were claimed or received under the insurance plan, established under the Workplace Safety and Insurance Act, 1997.

This definition includes disabilities of differing severity, visible as well as non-visible disabilities, and disabilities to the effects of which may come and go.

“Self Service Kiosk” – interactive electronic terminals, including point of sale devices that allow the general public to independently access one or more services or products or both.

“Support person” refers to another person who accompanies a person with a disability, in order to help him or her with communication, mobility, personal care, medical needs, and/or with access to goods and services

“Town” is defined as the Corporation of the Town of Arnprior

“Unconvertible material” refers to any information that cannot be converted into accessible formats. For instance, some sectors or organizations might not have easy access to technology that allows them to convert some materials into accessible formats. In other cases, certain information such as that in a text book might be difficult to convert into accessible formats or conversion ready formats without losing the meaning of the material.

“Web Content Accessibility Guidelines (WCAG)” an international standard for making websites and web content accessible to people with a wide-range of disabilities.

Web Content Accessibility Guidelines 2.0 Level A and Level AA; refers to different conformance levels in WCAG 2.0. To meet conformance level A, all Level A success criteria need to be met; to meet conformance level AA, all Level A and AA success criteria need to be met.

5.0 General Provisions

5.1 Accessibility Plan

The Town of Arnprior shall prepare a multi-year Accessibility Plan which will outline a phased-in strategy to prevent and remove barriers and addresses the current and future requirements of the AODA.

The Town of Arnprior is committed and will report annually on the progress and implementation of the plan, post the information on the Town's website and will provide it in accessible alternative formats upon request. The plan will be reviewed and updated at least once every five years.

5.2 Procurement

When procuring goods, services, self-service kiosks or facilities, the Town shall incorporate accessibility criteria and features, except where it is not practicable to do so in which case, if required, the Town will provide an explanation, upon request.

5.3 Self-Service Kiosk

The Town of Arnprior shall have regard to accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.

5.4 Training

All Town employees, volunteers and third parties providing goods and services of the accessibility standards and on the Human Rights Code as it pertains to persons with disabilities. Training will be developed and implemented by January 1, 2014. The training provided shall be appropriate to the duties of the employee, volunteer or third party. Training shall take place as soon as it is practicable and upon completion, the Town shall keep a record of the training provided including the dates on which accessibility training took place.

6.0 Information and Communication Standard

6.1 Feedback on Town Services

The Town has established a process for receiving and responding to feedback on the manner in which the Town provides goods and services to persons with disabilities and will ensure that these processes are provided in accessible formats and with communication supports upon request. Members of the public may provide feedback through the Town's website, through the Contact Us email address, by telephone at 613-623-4231, and in person.

6.2 Accessible Formats and Communication Supports

Except as otherwise provided by the AODA, the Town of Arnprior 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. This does not apply to products and product labels, unconvertible information or communications and information that the Town does not control directly or indirectly through a contractual relationship. If it is determined that information or communications are unconvertible, the department shall provide the person requesting the information or communication with:

- a) An explanation as to why the information or communication are unconvertible;
- b) A summary of the unconvertible information or communications

6.3 Emergency Information

When the Town of Arnprior prepares emergency procedures, plans or public safety information and makes the information available to the public, the information will be available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

6.4 Website Accessibility

The Town of Arnprior shall make their internet website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA by January 1, 2014.

7.0 Employment Standard

The Employment Standard 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.

7.1 Recruitment

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

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

7.2 Employee Supports

The Town of Arnprior 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 Town will provide this information to new employees as soon as practicable after they begin their employment and provide updated information to all employees whenever there is a change to existing policies on the provision of job accommodation that takes into account an employees; accessibility needs due to disability.

7.3 Accessible Formats and Communication Supports for Employees

In addition and where an employee with a disability requests it, the Town of Arnprior 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.

7.4 Workplace Emergency Response Information

If an employee's disability is such that workplace emergency response information is necessary and the Town is aware of the need for accommodation, this information shall be provided to employees. In addition, this information shall be provided, with the employees' consent, to the person 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 Town reviews its general emergency response plan.

7.5 Documented Individual Accommodation Plan

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

7.6 Return to Work Process

The Town shall have in place a documented return to work process for employees returning to work due to a disability and requiring disability-related accommodations. This return to work process shall outline the steps that the Town shall take to facilitate the return to work.

7.7 Performance Management and Career Development and Redeployment

The Town shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans when providing career development, performance management and when considering redeployment.

8.0 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 and strollers. Although the Town of Arnprior does not currently provide conventional transportation services, the purpose of this statement is to inform the public of the steps the municipality will take to ensure that accessibility standards are being met:

- In consultation with the Municipal Accessibility Advisory Committee prepare a public education pamphlet outlining the requirements of the AODA Regulations including;
 - Ensuring taxicabs do not charge a higher fee or additional fee to persons with disabilities
 - Ensure taxicabs do not charge a fee for storage of assistive devices;
 - Ensure taxicabs have appropriate information displayed at the rear bumper and available in accessible formats to passengers.

9.0 Review Period

This policy shall be reviewed annually and will be revised in light of any legislative or organizational changes.

10.0 Regulatory Requirements

All Administrative Monetary Penalties scheme is being established under the AODA. The scheme will allow the Accessibility Directorate or a designate to issue an order against a person, organization, or corporation to pay a penalty amount as a result of non-compliance with the AODA or the accessibility standard.