



**INTEGRATED ACCESSIBILITY STANDARD
REGULATION
POLICY DOCUMENT**

Section: Administration	Policy Number: C-01-13
Sub-Section:	Effective Date: December 16, 2013
Subject: Integrated Accessibility Standards Regulation	Revision Date:

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 Regulation in the areas of Employment, Information and Communication and Transportation for the Municipality of West Grey in accordance with Ontario Regulation 191/11 and the Provincial Government’s intent to “streamline, align and phase-in accessibility requirements and allow for progress on accessibility and reduce the regulatory burden for obligated organizations. This regulation came into force July 1, 2011.

Scope and Responsibilities:

This policy has been drafted in accordance with the Regulation and addresses how the Municipality achieves accessibility through meeting the Regulation’s requirements. It provides the overall strategic direction that we will follow to provide accessibility supports for Ontarians with disabilities.

The requirements for the regulation include:

- Establishment, implementation, maintenance and documentation of a multi-year accessibility plan, which outlines the organisation’s strategy to prevent and remove barriers and meet its requirements under the Regulation;
- Incorporation of accessibility criteria and features when procuring or acquiring goods, services or facilities;
- Training and other specific requirements under the Information



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and Communication, Employment and Transportation Standards.

Policy Statement of Commitment to creating an accessible community

The Corporation of the Municipality of West Grey (herein after referred to as "the Municipality") is committed to building an inclusive society and providing an accessible environment in which all individuals have access to our programs and services in a way that respects the dignity and independence of persons with disabilities.

The Municipality supports the goals of the Accessibility for Ontarians with Disabilities Act and will establish policies, practices, and procedures with are consistent with the accessibility standards established under the AODA, including accessible customer service, information and communication, employment, transportation and the built environment, and that is consistent with the core principles as outlined in the AODA:

Dignity—Service is provided in a way that allows persons with disabilities to maintain self respect and the respect of others

Independence—all people are allowed to do things on their own without unnecessary help or interference from others

Integration—Services is provided in a way that all persons with disabilities can benefit from the same services, in the same place, and in the same or similar way as other customers unless an alternate measure is necessary to enable persons with disabilities to access goods or services

Equal Opportunity—Service is provided to persons with disabilities in such a way that they have an opportunity to access goods and services equal to that given to others

The Municipality will continue to prevent barriers by designing inclusively and supporting positive approaches that address attitudes which undervalue and restrict the potential of persons with disabilities.



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In working toward its goals under this statement, the Municipality is committed to meeting the requirements of existing legislation and to its own policies and goals related to the identification, removal and prevention of barriers to people with disabilities and becoming a barrier-free community.

A copy of this policy is available on the Municipality's website and in hard copy in the Clerk's office. A copy of this policy is available upon request in an accessible format in accordance with the terms of this policy.

Definitions

"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;

"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;

"designated public sector organization" means every municipality and every person or organization listed in Column 1 or Table 1 of Ontario Regulation 146/10 (Public Bodies and Commission Public Bodies—Definitions) made under the Public Service of Ontario Act, 2006 or described in Schedule 1 to this Regulation;

"Government of Ontario" includes the executive of the government and operational branches, including every ministry of the Government of Ontario and the Office of Premier;

"large designated public sector organization" means a designated public sector organization with 50 or more employees;

"large organization" means an obligated organization with 50 or more employees in Ontario, other than the Government of Ontario, the Legislative Assembly or a designated public sector organization;



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“Legislative Assembly” includes the office of the Assembly, the offices of members of the Assembly, including their constituency office and the offices of persons appointed on the address of the Assembly;

“obligated organization” means the Government of Ontario, the Legislative Assembly, a designated public sector organization, a large organization and a small organization to which the standards in this Regulation apply;

“small designated public sector organization” means a designated public sector organization with at least one but fewer than 50 employees;

“small organization” means an obligated organization with at least one but fewer than 50 employees in Ontario, other than the Government of Ontario, the Legislative Assembly, or a designated sector organization.

General Provisions

Multi-Year Accessibility Plan

The Municipality of West Grey’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 Municipality will establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under this Regulation, post the accessibility plan on the Municipality’s website, and provide the plan in an accessible format upon request.

The Municipality will review and update the accessibility plan at least once every five years.

An annual report will be prepared to document progress toward the plan’s activities and objectives.



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Training

The Municipality provides training on the requirements of the information and communications standards of the Integrated Accessibility Regulation of the Accessibility for Ontarians with Disabilities Act.

Training is provided to all employees and volunteers, all persons who participate in developing the Municipality's policies and all other persons who provide goods and services on behalf of the organization.

Training is ongoing and occurs as soon as possible after a person is hired or when changes are made to the Municipality's accessibility policies.

Accessible Procurement

The Municipality is committed to including accessibility criteria and features, when procuring or acquiring goods, services or facilities. When it is not practicable to do so, an explanation will be provided, upon request.

The Municipality includes accessibility criteria and features when designing, procuring or acquiring self serve kiosks.

Accessibility Policies Available to the Public

Our accessibility policies to persons with disabilities are available on our website and in hard copy at all of our locations. The Municipality will provide our accessibility policies to persons with disabilities in an accessible format, upon request.

Information and Communication Standard

Our organization will create, provide and receive information and communications in ways that are accessible to people with disabilities.



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Accessible emergency procedure, plans or public safety information

The Municipality is committed to providing our emergency procedures, plans and public safety information, that are available to the public, in an accessible format or with communication supports, as soon as practicable, after a request has been made.

Feedback Process

We welcome feedback from the public and from our employees. Feedback is accepted in the following formats: in person, by telephone, by mail or via email. Upon request, we will receive and respond to feedback in an accessible format or with communication supports. Notice regarding the availability of our feedback processes is posted on our website.

Requests for Accessible Formats and Communication Supports

When a person with a disability makes a request for information to be provided in an accessible format or with communication supports, the Municipality will consult with the person making the request to determine a suitable format that takes the person's accessibility needs into account. The Municipality makes the final decision about the accessible format or communication support to be provided or arranged for. Once the decision is made, the information will be provided or arranged for in a timely manner. If there is a fee normally charged for the information, the person making the request for information in an accessible format or with communication supports, will not be charged more than the standard fee for the information.

Accessible Website and Web Content

The Municipality's internet sites and web content will conform with the World Wide Consortium Web Content Accessibility Guidelines (WCAG 2.0) initially at Level A and increasing to Level AA according to the following schedule:

January 1, 2014 – New internet sites and web content must conform with Level A.



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January 1, 2021 – All internet websites and web content must conform with Level AA [not Captions (live) and Audio Description (Pre-recorded) 1.2.4 and 1.25]

For more information about the World Wide Consortium Web Content Accessibility Guidelines (WCAG 2.0), visit <http://www.w3.org/TR/WCAG20/>

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.

The requirements of the Employment Standard shall be met by the Municipality by January 1, 2014 unless otherwise specified.

The Municipality is committed to providing equal employment opportunities for persons with disabilities and to meeting the accessibility and accommodation needs of employees with a disability in a timely manner.

The Municipality makes the final decision about the accessible format or communication support to be provided or arranged for. Once the decision is made, the information will be provided or arranged for in a timely manner.

Recruitment, Assessment, Selection and Hiring

When the Municipality is recruiting, we provide accommodations for applicants with disabilities. We notify our employees and the public about the provision of accommodations on our website and in our job postings.



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When the Municipality selects a job applicant to participate in an assessment or a selection process such as an assessment or an interview, we notify the person that accommodations are available, upon request. If a selected job applicant requests an accommodation, the Municipality consults with the applicant and provides a suitable accommodation that takes the person's accessibility needs into account. The Municipality makes the final decision about the accommodation to be provided.

Notice to Successful Job Applicants and Employees about Accommodations

We are committed to the provision of accommodations for job applicants and employees with disabilities in a manner that takes into account the job applicant's or employee's accessibility needs, due to a disability. When the Municipality offers a job applicant employment, we provide the person with information about our accommodation policies for employees with disabilities, as soon as is possible. This information is provided to current employees on the Municipality's website. We also notify employees on the Municipality's website when there are changes or updates regarding job accommodations for persons with disabilities.

Accessible Formats and Communication Supports

In addition and where an employee with a disability requests it, we 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 the employees in the workplace
- consult with the employee making the request in determining the suitability of an accessible format or communication support.



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Individual Accommodation Plans

The Municipality has a process for developing and documenting individual accommodation plans for employees with disabilities. Our process includes the following steps:

1. We meet with the employee who requests accommodation for an initial discussion and to determine an optimal method of individualized assessment, if needed. We consult with the employee throughout the process.
2. If required, the Municipality will arrange and pay for an expert evaluation, such as a functional abilities evaluation, to determine if and how accommodation can be achieved.
3. The employee is welcome to have a representative participate in the development of the accommodation plan.
4. Individual accommodation plans will be provided to the employee in an accessible format or with communication supports that take into account the employee's particular accessibility needs, due to his/her disability, upon request. All individual accommodation plans inform the employee that the Municipality provides information in an accessible format or with communication supports, if requested. The plans also identify all accommodations that will be provided. If needed, we include individualized workplace emergency response information, in the accommodation plan.
5. Personal information with respect to the accommodation plan will remain with employee. It will not be released to any other the Municipality's employees without the employee's consent, except in the case of an emergency.
6. The Municipality reviews and updates individual accommodation plans when there is a change with respect to the employee's functional status. The employee is encouraged to provide



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regular feedback about the efficacy of the accommodation. The review includes a meeting with the employee and consideration of feedback provided by the employee. Any changes that need to be made to the accommodation plan will be discussed with the employee and if necessary, an expert assessment will be arranged for at the Municipality's expense.

7. If a plan is denied, we will meet with the employee and provide the reasons and upon request, the Municipality will provide the reasons in an accessible format or with communication supports.

Return to Work Process

The Municipality has a process for developing and documenting a return to work plan for an employee with a disability who has been away from work because of a disability and requires disability-related accommodations in order to return to work. The return to work process outlines the steps the Municipality will take to facilitate the employee's return to work. The process may eventually lead to an individual accommodation plan (see above).

Performance Management, Career Development and Advancement and Redeployment

The Municipality will take the accessibility needs and individual accommodation plans into consideration for employees with disabilities during a performance management process, or during career development and advancement or when the employee is redeployed.

Accessible Workplace Emergency Response Information

The Municipality provides individualized emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the Municipality is aware of the need for accommodation, due to the employee's disability.



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If an employee receives individualized workplace emergency response information requires assistance, and if the employee grants permission, the Municipality will provide the workplace emergency response information to the person that the employer designates to provide assistance to the employee. Individualized emergency response information is provided as soon as is possible.

The Municipality reviews individualized workplace emergency response information when the

- employee moves to a different location in the organization,
- employee's overall accommodations needs or plans are reviewed, and
- employer reviews its general emergency response policies.

Design of Public Spaces

The Municipality will ensure that all newly constructed or redeveloped public spaces will include the following features:

1. Recreational Trails/beach access routes
 - ✓ Clear widths, firm and stable surfaces, clear signage, location of amenities, ramps
2. Outdoor Public Eating Spaces
 - ✓ Portion of spaces accessible, level, firm and stable
3. Outdoor Play Spaces
 - ✓ Firm and stable surfaces, incorporate accessibility features, consult with people with disabilities
4. Outdoor Paths of Travel
 - ✓ Clear widths, ramps, tonal contrast and stairs have tonal contrast and tactile
5. Accessible Parking
 - ✓ Will provide two types of parking
 - Type A – wide parking spot 3400 mm with signage "van accessible"



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Type B – standard 2400 mm

6. Service Related Elements
 - ✓ Service Counters, fixed queuing guides (width, turn around space, cane detectable) and waiting areas (accessible seating and mobility aid space)
7. Maintenance and Restoration
 - ✓ Maintain and restore public spaces

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 Municipality will consult with the Joint Accessibility Advisory Committee, the public, and persons with disabilities to determine the proportion of accessible taxis required in the community, including steps to meet the need in its accessibility plan.

The Municipality will:

- Ensure taxicabs do not charge a higher fee or an additional fee to persons with disabilities
- Ensure taxicabs do not charge a higher fee for storage of assistive devices
- Ensure taxicabs have appropriate information displayed both on the rear bumper and available in accessible format to passengers

The Municipality's Accessibility Plan will include progress made by the municipality to meet the accessible taxi needs of the community.

Regulatory Requirements

An Administrative Monetary Penalties scheme is being established under the AODA. The scheme will allow a director 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



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accessibility standards. The largest penalty amount that can be issued to an individual or an organization that is not a corporation is \$50,000.

Use of administrative monetary penalties will be considered an avenue of last resort when all other compliance assistance and improvement options have been exhausted.

The License Appeal Tribunal (LAT) was designated to hear appeals of Directors Orders under the AODA. The LAT will hear appeals from organizations of director's orders, but not individual complaints. Individuals who feel their human rights have not been met would continue to complain to the Ontario Human Rights Commission.