



Accessibility Policies and Procedures

Policy #1-2018

Definitions

“Accessible Formats”

May include, but are not limited to, large print, recorded audio and electronic formats

“Code Red”

A mass notification system which can deliver geo-targeted, time-sensitive information to any individual opting into the service, using voice, email, SMS, IPAWS, and more.

“Communication Supports”

May include but are not limited to, captioning, alternative and augmentative communication supports, plain language and other supports that facilitate effective communications.

“Disability”

Defined as 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:

- i. *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,*
- ii. *A condition of mental impairment or a developmental disability*
- iii. *A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language*
- iv. *A mental disorder, or*
- v. *An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.*

“Service Animals”

As per Section 80.45 (4) of the Integrated Accessibility Standards Regulation (IASR):
An animal is a service animal for a person with a disability if:

(a) the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or

(b) the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:

- i. A member of the College of Audiologists and Speech-Language Pathologists of Ontario
- ii. A member of the College of Chiropractors of Ontario
- iii. A member of the college of Nurses of Ontario
- iv. A member of the College of Occupational Therapists of Ontario
- v. A member of the College of Optometrists of Ontario
- vi. A member of the College of Physicians and Surgeons of Ontario
- vii. A member of the College of Physiotherapists of Ontario
- viii. A member of the College of Psychologists of Ontario
- ix. A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario 90. Reg 165/16, s. 16)

“Support Person”

As per Section 80.4(3) of the IASR:

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 or communications is not readily available.

Accessibility Policy

Policy Statement

The Village of South River is committed to providing equal treatment to people with disabilities with respect to the use and benefit of Village services, programs, goods and facilities in a manner that respects their dignity and that is equitable in relation to the broader public. This commitment extends to the residents, visitors and employees with visible or non-visible, and permanent or temporary disabilities.

Purpose

This policy is intended to provide the framework to guide the review and development of other Village of South River policies, standards, procedures, practices, by-laws and guidelines to comply with the standards developed under the Accessibility for Ontarians with Disabilities Act (AODA), 2005.

Application

This policy applies to all Village employees, volunteers and to any individual or organization which is contracted by the Village of South River to provide goods, services, programs or facilities to the public or other third parties on behalf of the Village in accordance with AODA legislation.

The South River Machar Medical Centre, South River Machar Union Library, the Ontario Provincial Police report to separate boards and, as such, follow their own respective policies.

Principles

The Village shall develop, implement and maintain policies governing the provision of goods, services, programs and facilities to people with disabilities in a manner that:

- Is free from discrimination;
- Is available by communication supports;
- Provides an opportunity equitable to others to obtain, use and benefit from the goods or services; and
- Takes into consideration a person's disability.

Policy Requirements

General Standards

The Village of South River is a designated public sector organization under the AODA and is committed to meeting the accessibility needs of people with disabilities.

Accessibility Plans and Policies

The Village produces a Multi-Year Accessibility Plan. The plan is posted on the Village's website and is available in writing from the municipal office and by the use of other communication supports upon request. Progress on the Plan is provided annually to the Council of the Village of South River in the form of a report. The Accessibility Plan shall be reviewed and, if necessary, updated at least once every term of Council (currently a term of council is four years).

Communication Supports

The Village of South River has posted on its website the availability of information by communication supports and shall, upon request and in consultation with the person making the request, provide or make arrangements to provide accessible communication supports for persons with disabilities. Such Communication supports shall be provided in a timely manner, taking into account the person's specific accessibility needs and at a cost that is no more than the regular cost charged to other persons.

This requirement applies to all communications, documents and emergency plans which are normally available to the public and considered within the public domain.

This requirement does not apply to products and product labels, unconvertible information and communications and information that the Village does not control directly or indirectly through a contractual relationship. If the information or communications are not convertible, the Village shall provide the person requesting the information or communication with an explanation as to why the information or communications are unconvertible and a summary of the unconvertible information or communications.

Procurement of Goods, Services and Facilities

When procuring goods, services, and facilities the Village shall incorporate accessibility design, criteria and features unless it is not practical; for example, if there are no accessible features in existence. If not practicable, or in instances where a purchase of an item without accessible features is made where they exist, the Village shall provide an explanation, upon request. The Village of South River's Procurement By-law identifies as a goal and objective the sourcing of accessible goods and services. The Ontario Building Code regulates construction and retro fits of facilities which occur in the province and the Village will be required to adhere to the current Building Codes regarding accessibility standards.

Training

All Village of South River councillors, employees, volunteers and third parties providing goods and services to members of the public on the Village's behalf shall receive accessibility training.

This training shall include:

- A review of the purposes of the AODA and the requirements of the *Integrated Accessibility Standards Regulation IASR (O. Reg 191/11)* and instruction about the following matters:
 - How to interact and communicate with persons with various types of disability;
 - How to interact with persons with disabilities who use assistive devices or require the assistance of guide dogs or other service animals or the assistance of support persons;
 - How to use equipment or devices available on the Village's premises or otherwise provided by the Village that may help with the provision of goods or services to a person with a disability;
 - What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services; and
 - A review of the requirements of other accessibility standards referred to in the AODA *Integrated Accessibility Standards* and the *Human Rights Code* as it pertains to persons with disabilities.

The training provided shall be appropriate to the duties of the councillor, employee, volunteer or third party. Training shall take place as soon as is practicable; upon completion, the Village shall keep a record of the training provided, including the dates on which accessibility training took place.

Feedback

Feedback on how goods, services and programs are provided to people with disabilities shall be invited, forwarded to the appropriate personnel, responded to, documented and tracked. Feedback shall be collected by phone, by email to the Village Office (mailto: info@southernriverontario.com), and in person at the front desk of the Village Office. Feedback shall be accepted and responded to in accessible formats and with other communication supports as required.

Customer Service Standards

Assistive Devices, Service Animals and Support Persons

Village employees, councillors, and volunteers shall accommodate the use of personal assistive devices including, but not limited to, wheelchairs, canes, walkers, and scooters and future assistive devices not currently used. Where available, assistive devices shall be kept in good working order and the public shall be informed of their availability.

Persons with disabilities, accompanied by a guide dog or other service animal and accessing goods, services or facilities that are provided to members of the public or at premises owned or operated by the Village, shall be permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises (for example, in a food preparation area as prohibited under the *Health Protection and Promotion Act, R.S.O. 1990, c. H7*).

If a service animal is excluded by law from the premises, the Village shall ensure that other measures are available to enable a person with a disability to obtain, use or benefit from the provider's goods, services or facilities.

An animal is a service animal for a person with a disability if:

- a. The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
- b. The person provides documentation from a regulated health professional, described in Section 80.45 (4) of the Integrated Accessibility Standards Regulations (IASR), confirming that the person requires the animal for reasons relating to the disability.

If a person with a disability is accompanied by a support person, the Village permits both persons to enter the premises together and the person with a disability is not prevented from having access to the support person while on the premises.

If the Village charges an admission fee to a support person, the Village 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.

As per *Section 80.47 (5) of the IASR*, the Village may require that a person with a disability be accompanied by a support person when on Village premises or participating in Village-run programs, but only if, after consulting with the person with a disability, Village staff determine that:

- a. The support person is necessary to protect the health and safety of the person with a disability and the health and safety of others on the premises: and
- b. There is no other reasonable way to protect the health or safety of the person with a disability and the health and safety of others on the premises.

In such instances, the Village shall waive any amount payable in respect of the support person's admission to the premises or in connection with the support person's presence on the premises.

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 Village shall give notice to the public of the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that are available. Such notices are provided by a variety of methods, depending on the circumstances. They may include postings in conspicuous places at the affected premises, in other Village facilities, on the Village's website and, in extreme conditions, the mass notification system, Code Red, may distribute the message to the entire community.

Information and Communication Supports Standards

Communication

When communicating with a person with a disability, Village employees, councillors and volunteers shall do so in a manner that takes into account the person's disability. Communication shall include but are not limited to hand written communication, email communication, verbal communications and verbal communications via a third party on behalf of the person with a disability.

Terminology

When referring to people with disabilities, Village employees, councillors and volunteers shall use terminology that adheres to guidelines provided in the Village of South River Accessible Formats and Communication Supports Procedures.

Accessible Websites and Web Content

Internet websites and web content controlled directly by the Village of South River 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*.

Employment Standards

Recruitment

The Village of South River shall post information about the availability of accommodations, when possible, 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 Village shall consult any applicant who requests an accommodation in a manner that takes into account the applicant's disability. Successful applicants shall be notified about the Village's policies for accommodating employees with disabilities as part of their offer of employment.

Employee Supports

The City shall 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 Village 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 accommodations that take into account an employee's accessibility needs due to disability.

Accessible Formats and Communication Supports for Employee

Upon an employee's request, the Village shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- i. Information that is needed in order to perform the employee's job; and

- ii. Information that is generally available to employees in the workplace.

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

Workplace Emergency Response Information

If an employee's disability is such that the workplace emergency response information is necessary and the Village 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 designated to provide assistance such as a co-worker or supervisor. The information shall undergo review when:

- i. The employee moves to a different work location within the Village of South River
- ii. The employee's overall accommodation needs or plans are reviewed; and
- iii. The Village reviews its general response plan

Documented Individual Accommodation Plans

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.

Return to Work Process

The Village, when an employee is scheduled to return to work, shall sit down with the employee, in advance of the scheduled date of return, to outline the steps that the Village needs to take to facilitate the return to work. This will include discussing, with the employee, disability-related accommodations.

Performance Management, Career Development and Redeployment

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

Transportation Standards

Taxi Cabs

Owner and operators of taxicabs licensed by the Village of South River are prohibited from charging additional fares or fees to persons with disabilities than for persons without disabilities and for the storage of mobility aids or mobility assistive devices. The Village requires that taxicabs licensed by the Village make available vehicle registration and identification information in an accessible format.

Design of Public Spaces Standards

The Village shall comply with the *AODA Design of Public Spaces Standards (DOPS)* including consultation requirements, when undertaking new construction and redevelopment of public spaces) in the following areas:

- i. Recreational trails
- ii. Outdoor public use eating areas
- iii. Outdoor play spaces

- iv. Exterior paths
- v. Accessible parking
- vi. Obtaining services
- vii. Maintenance of accessible elements

The Village will also continue to consult with the Building department and the fire department regarding accessibility regulations.

Responsibilities

The Clerk Administrator's office is responsible to ensure Council reviews this Policy on an annual basis and recommend amendments to ensure compliance with regulated accessibility standards and legislated obligations.

- i. The Clerk Administrator's Office, with the assistance from municipal lawyers when required, shall provide advice and direction on the implementation of this Policy.
- ii. Supervisors and managers shall ensure that they and their staff are familiar with and comply with this Policy.

Monitoring/Contraventions

Failure to comply with the *AODA* regulations can result in Provincial administrative penalties.

Supervisors and managers shall monitor current practices to ensure compliance.

Failure to comply with this Policy may result in disciplinary action which could lead to suspension or dismissal.

Legislative and Administrative Authorities

- i. Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c 11
- ii. Integrated Accessibility Standards, O. Reg. 191/11
- iii. Human Rights Code, R.S.O 1990, c. H. 19

Further Information

For further information regarding this Policy, contact:

The Clerk Administrator
P.O. Box 310
South River, On P0A 1X0
Phone; 705-386-2573
Fax: 705-386-0702

Email: info@southernriverontario.com

In person at the municipal office located at 63 Marie Street, South River, Ontario between the hours of 8:30 a.m. and 4:30 p.m.

Scheduling an appointment to meet with the Clerk Administrator in person is the best way to ensure you have time allocated when it suits your schedule.

End of Accessibility Policy #1-2018