



Administrative Policy	
Subject: Integrated Accessible Standards Regulations (IASR) Policy	Policy #:
Approved by Council: October 20, 2015	Date Revised: June 9, 2021

Policy: The Township of South Frontenac is committed to treating all people in a way that allows them to maintain their dignity and independence. Through accessibility planning and policies, and in consultation with the Frontenac Joint Accessibility Advisory Committee, the Township of South Frontenac shall eliminate barriers and ensure that the Township meets the needs of people with disabilities in a timely manner through the implementation of this policy.

Objective: To ensure the implementation of accessibility policies that are compliant with the Integrated Accessibility Standards Regulation under the *Accessibility for Ontarians with Disabilities Act, 2005*, which takes into account the principles of dignity, independence, integration and equal opportunity.

Definitions: In this policy, the following meanings apply:

- a) **“Accessible Formats”**: includes, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities;
- b) **“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 person’s needs;
- c) **“Communication Supports”** includes, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications;
- d) **“Disability”** as defined under the *Accessibility for Ontarians with Disabilities Act, 2005* includes:
 - 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, and 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 service animal or on a wheelchair or other remedial appliance or device

- ii) A condition of mental impairment or a development disability;
- iii) A learning disability or a 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.

e) **“Information”** includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning;

f) **“Self-Service Kiosk”** means 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.

g) **“Third Party”** means a representative of a business or organization who is receiving Township of South Frontenac goods or services or acting in an official capacity.

(h) **“Township”** is defined as the Township of South Frontenac;

Procedure:

1.0 General Requirements

1.1 Accessibility Plan

The County of Frontenac shall produce a joint multi-year Accessibility Plan which will incorporate all Townships including the Township of South Frontenac. The plan will be posted on the County’s website, shall be made available in an accessible format and with communication supports, upon request and shall be reviewed and, if necessary, updated at least once every five (5) years. A link will be provided on the Township of South Frontenac website to the multi-year Accessibility Plan on the County website.

1.2 Procurement Policy

The Township shall incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so. If it is determined that it is not practicable to incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, the Township shall provide, upon request, an explanation.

1.3 Self-Service Kiosks

The Township shall have regard for people with disabilities and shall incorporate accessibility features when designing, procuring or acquiring self-service kiosks.

1.4 Training

All Township of South Frontenac employees, volunteers, members of Council, people who participate in developing the Township's policies and other people who provide goods and services on the Township's behalf are required to undergo training on the requirements of the *Accessibility for Ontarians with Disabilities Act*, 2005 accessibility standards and on the Human Rights Code as it pertains to persons with disabilities. The training shall be appropriate to the duties of the individuals and shall take place as soon as is practicable. The Township shall keep a record of the training provided including the dates and the number of individuals trained.

2.0 Information and Communication Standards

2.1 Feedback

The Township shall ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports upon request and shall notify the public about the availability of accessible formats and communication supports.

2.2 Accessible Formats and Communication Supports

The Township shall, upon request, and in consultation with the person making the request, provide or arrange for the provision of 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 people.

This does not apply to products and product labels, unconvertible information or communications and information that the Township does not control directly or indirectly through a contractual relationship. If it is determined that information or communications cannot be converted, the department shall provide the person requesting the information or communication with:

- (a) an explanation as to why the information or communications are unconvertible;
- (b) a summary of the unconvertible information or communications

The Township shall ensure that the public is notified about the availability of accessible formats and communication supports.

2.3 Emergency Information

When preparing emergency procedures, plans or public safety information and making these available to the public, the Township shall provide the information in an accessible format or with appropriate communication supports, upon request.

2.4 Accessible Website and Content

Internet websites and web content controlled directly by the Township 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.

3.0 Employment Standards

The Township of South Frontenac is committed its duty to accommodate employees with a disability to the point of undue hardship under the Ontario Human Rights Code.

3.1 Recruitment

The Township shall post information about the availability of accommodations for applicants with disabilities in its recruitment process. Job applicants who are selected for an interview and/or other selection processes shall be notified that accommodations are available, upon request. The Township 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 Township's policies for accommodating employees with disabilities as part of their offer of employment.

3.2 Employee Supports

The Township shall inform employees, both new and existing, 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.

3.3 Accessible formats and communication supports

Upon an employee's request, the Township shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is generally available to all employees and for information required by the employee in order to perform their job. The Township will consult with the employee to determine their accessibility needs and how best to accommodate them.

3.4 Workplace Emergency Response Information

The Township shall provide individualized emergency response information to employees with a known disabilities if the disability makes it necessary. This information shall be provided, with the employee's consent, to the person(s) designated to provide assistance. The information shall be reviewed when the employee moves to a different location, when the employee's overall accommodation needs are reviewed and when the Township reviews its general emergency response plan.

3.5 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 communications supports. If requested, the plans shall include individualized workplace emergency response information.

3.6 Return to Work Process

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

3.7 Performance Management and Career Development and Advancement

The Township 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.

4.0 Transportation

The Township of South Frontenac has no obligated requirement under the Transportation Standards; however recognizing that it will make it easier for people to travel in Ontario, including persons with disabilities, older Ontarians and families traveling with children with strollers, the Township will encourage private transportation providers as opportunities present themselves to meet the requirements of the Transportation Standard.

5.0 Design of Public Spaces

The Design of Public Spaces Standard will make it easier for people to enjoy recreational activities in Ontario, including persons with disabilities, older Ontarians and families with children with strollers. This applies to the building of new public spaces and any planned significant alterations to existing public spaces. Public spaces will include recreational trails and beach access routes, on-street and off-street parking, service counters

and waiting areas, outdoor eating areas, outdoor play structures and outdoor paths.

This will be accomplished through the development and implementation of policies, practices, procedures, resources, equipment and training in the provisions outlined in the *Integrated Accessibility Standards Regulation* under the AODA.

The Township of South Frontenac will consult with the County of Frontenac's joint accessibility advisory committee, the public and persons with disabilities in accordance with the consultation requirements of the Standard.

6.0 Existing Policies

The Township of South Frontenac will modify or remove any existing policy that does not respect and promote the dignity and independence of people with disabilities.

The Township will inform all employees of policies used to support employees with disabilities. This information will be provided during the employee on-boarding process, and to all employees whenever there are changes to existing policies.

The Individualized work place emergency response information will be provided as soon as practicable after the employer becomes aware of the need for an accommodation due to the employee's disability.