



Administrative Policy	
Subject: Integrated Accessible Standards Regulations (IASR) Policy	Policy #:
Approved by Council: October 20, 2015	Date Revised: December 20, 2016

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 *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), and any additional legislated changes, which takes into account the principles of dignity, independence, integration and equal opportunity.

Definitions: In this policy, the following meanings apply:

Accessible Formats: includes, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities;

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;

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;

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.

Information: includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning;

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.

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.

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. In such a circumstance, 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.

2.0 Information and Communication Standards

2.1 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. These 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.

2.2 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.

2.3 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 Customer Service Standards

The Township delivers services to individual customers, businesses and other community stakeholders through staff, volunteers, contractors and agents. The ultimate goal of the Township is to meet and surpass customer expectations while serving all customers including those with disabilities. This section will set out the standards for Accessible Customer Service.

Additional definitions:

Service Animal: means an animal for a person with 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 regulated health professionals (as specified in the AODA including legislated changes to the AODA) confirming that the person requires the animal for reasons relating to the disability:

Guide Dog: means a highly trained working dog (service animal) that has been trained at one of the special facilities to provide mobility, safety and increased independence for people who are blind (as defined in section 1 of the *Blind Persons' Rights Act*);

Support person: means another person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

6.1 Establishment of Policies, Practices and Procedures

The Township shall establish policies, practices and procedures governing the provision of its goods and services to persons with disabilities. In fulfilling our mission, the Township shall make reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- (i) Goods or services will be provided in a manner that respects the dignity and independence of persons with disabilities and provides equal opportunity to access, use and benefit from goods and services as given to others.
- (ii) The provision of goods and services will be integrated. When integration is not possible, an alternate temporary or permanent measure will be provided to enable equal opportunity for access, use or benefit.

6.2 Providing Goods and Services to Persons with Disabilities

The Township is committed to excellence in serving all customers including persons with disabilities and will carry out our functions and responsibilities in the following areas:

Communication: The Township will communicate with persons with disabilities in ways that take into account their disability. This includes the provision of accessible telephone service and the offer to communicate by email, fax, written communication or in person, if telephone communication is not suitable to their needs or is not available.

Assistive Devices: The Township is committed to serving persons with disabilities who use assistive devices to access, use or benefit from our goods and services.

Format of Documentation: The Township is committed to providing correspondence, invoices and other documentation or the information contained in the document to customers in alternate

formats that take into account the person's disability, if available, upon request.

6.3 Use of Service Animals

The Township is committed to welcoming persons with disabilities who are accompanied by a service animal in the areas of our premises that are open to the public and other third parties.

A person accompanied by a service animal shall be permitted to enter the premises with the animal and to keep the animal with him/her unless the animal is otherwise excluded by law from the premises. In this situation, the Township shall ensure that other measures are available to enable the person with a disability to access, use or benefit from the Township's goods or services. The person that is accompanied by a service animal is responsible for the care and control of the animal at all times.

6.4 Use of Support Persons

The Township is committed to welcoming persons with disabilities who are accompanied by a support person. Both persons will be allowed to enter Township premises together and the person with a disability will not be prevented from having access to the support person while on the premises.

The Township may require that a person with a disability be accompanied by a support person when on the premises. This will only occur after consulting with the person with a disability. The Township will require the accompaniment of a support person if after considering the available evidence and consultation, the Township determines that,

- (a) a support person is necessary to protect the health or safety of the person with a disability or the health or 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 or safety of others on the premises.

Admission will not be charged for support persons for admission to Township premises.

The Township will ensure that third party people who access or rent facilities are made aware of the accessibility requirements under this regulation.

6.5 Notice of Service Disruptions

The Township shall provide customers with notice in the event of a scheduled or unexpected disruption in the facilities or services usually used by persons with disabilities.

This notice of temporary disruption shall include:

- (i) the reason for the disruption;
- (ii) its anticipated duration; and
- (iii) a description of alternative facilities or services, if any, that are available.

This information shall be posted as soon as the Township becomes aware of the disruption at a conspicuous place on the premises, on

the Township's official web site (www.southfrontenac.net) or by such other method reasonable in the circumstances.

7.0 Training for Staff

All Township employees, volunteers and members of Council will undergo training as per the requirements AODA, 2005 and future related legislation. Training shall be appropriate to the duties of the individual and will occur as soon as possible, preferably within six (6) months of commencement with the Township. Training records, including dates and names of attendees, will be recorded and maintained. On-going training will occur with any changes in legislation or Township policies, practices and procedures.

The Township shall ensure that staff training shall include instruction on all of the integrated accessibility standards. The Customer Service Standard training will also include:

1. How to interact and communicate with persons with various types of disability.
2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
3. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability.
4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities. O. Reg. 165/16, s. 16.
5. The Township's policies, practices and procedures relating to accessible customer service.

8.0 Feedback Process

The Township has established and shall maintain a process for receiving and responding to feedback. All feedback, including questions regarding this policy, shall be directed to the Clerk's Department and a response will be sent within ten (10) working days. Feedback will be received and responded to:

- (i) in person;
- (ii) by telephone;
- (iii) in writing;
- (iv) by electronic mail to admin@southfrontenac.net; or
- (v) on diskette or otherwise.

The public will be made aware that the processes for receiving and responding to feedback are available in accessible formats and with communications supports, upon request. This notification shall be posted in a conspicuous place on the Township premises, on the Township's official web site (www.southfrontenac.net) or by another method as is reasonable in the circumstances.

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.