

Town of Aylmer	Subject:	Integrated Accessibility Standard
Human Resources Policy Manual	Policy #:	2.17
Code: FT/PPT/CAS/CNT/VFD/CNL	Date Approved:	November 4, 2013

1. 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 Communications and Transportation** for the Town of Aylmer in accordance with Ontario Regulation 191/11 and with the Ministry of Community and Social Services 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.

2. Scope and Responsibilities

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

The requirements of the Regulation include:

- Establishment, implementation, maintenance and documentation of a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meets 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 and Communication, Employment and Transportation Standards.

3. Policy Statement and Organizational Commitment

The Town of Aylmer is committed and guided by the four core principles of Dignity, Independence, Integration and Equal Opportunity and supports the full inclusion of persons as set out in the *Canadian Charter of Rights and Freedoms*, and the *Accessibility for Ontarians with Disabilities Act, 2005*. The Town of Aylmer shall use every effort to ensure that we meet the needs of people with disabilities, in a timely manner, through the implementation of this policy.

4. 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.

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 unique needs.

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.

Communications means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

Conversion Ready means an electronic or digital format that facilitates conversion into an accessible format.

Designated Public Sector Organization means every municipality and every person or organization listed in Column 1 of Table 1 of Ontario Regulation 146/10 (Public Bodies and Commission Public Bodies—Definitions) made under the *Public Service of Ontario Act, 2006*.

IAP means Individualized Accommodation Plan.

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

Internet Website means a collection of related web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and is accessible to the public.

Mobility Aid means a device used to facilitate the transport, in a seated posture, of a person with a disability.

Mobility Assistive Device means a cane, walker, wheelchair, scooter or similar aid.

New Internet Website means either a website with a new domain name or a website with an existing domain name undergoing a significant refresh.

Redeployment means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated.

Unconvertible means if it is not technically feasible to convert the information or communications. It also means if the technology to convert the information or communications is not readily available.

Web Content Accessibility Guidelines means the World Wide Web consortium recommendation, dated December 2008, entitled "Web Content Accessibility Guidelines" (WCAG) 2.0.

5. General Provisions

Multi-Year Accessibility Plan

The Town of Aylmer's Multi-Year Accessibility Plan outlines a phased-in strategy to prevent and remove barriers and addresses the current and future requirements of Accessibility for Ontarians with Disabilities Act (AODA). The Town will report annually on the progress and implementation of the plan, post the information on its website and will provide it in alternative formats upon request. The plan will be reviewed and updated at least once every five years.

Procuring or Acquiring Goods, Services or Facilities

The Town of Aylmer will use accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practical to do so, in which case, if requested the Town will provide an explanation.

Training

The Town of Aylmer will ensure that training is provided to all employees and regular fee-for-service staff on the requirements of the accessibility standards referred to in the regulation provided as soon as practicable. If any changes are made to this policy or the requirements training will be provided. The Town shall maintain a record of the dates when training is provided and the number of individuals to whom it was provided.

6. Information and Communications Standard

The Town of Aylmer will create, provide and receive information and communications in ways that are accessible to people with disabilities.

If the Town determines that it is not technically feasible to convert the information or communications or the technology to convert the information or communication is not readily available, the Town will be obligated to provide the person that requires the information with:

- i. an explanation as to why the information or communications are unconvertible;
- ii. a summary of the unconvertible information or communications.

7. Emergency Information

If the Town of Aylmer prepares emergency procedures, plans, or public safety information and makes the information available to the public, the Town shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

8. Feedback

The Town of Aylmer has a process in place for receiving and responding to feedback and will ensure that those processes are provided in accessible formats and with

communication supports upon request. The Town will notify the public about the availability of accessible formats and communication supports.

9. Accessible Formats and Communication Supports

The Town of Aylmer shall be obligated to provide or arrange for accessible formats and communication supports for persons with disabilities:

- Upon request in a timely manner that takes into account the persons' accessibility needs due to a disability;
- At a cost that is no more than the regular cost charged to other persons;
- Consult with the person making the request and determine suitability of an format or communication support;
- Notify the public about the availability of accessible formats and communication supports.

10. Website Accessibility

The Town of Aylmer shall make their internet website and web content conform with World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 initially at Level A and increasing to Level AA. By January 1, 2014, any new web content will conform to WCAG 2.0 Level A. By January 1, 2021 all internet website and web content will conform to WCAG 2.0 Level AA.

11. 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 January 1, 2014 unless otherwise specified.

12. Recruitment

The Town of Aylmer shall notify employees and the public about the availability of accommodations for applicants 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 shall consult with the applicant and provide or arrange for the provision of a suitable accommodation that takes into account the applicant's disability;
- Notify successful applicants of the policies for accommodating employees with disabilities.

13. Employee Notification

The Town of Aylmer shall inform its employees of its policies used to support its employees with disabilities, including but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability:

- As required to new employees as soon as practicable after they begin their employment;
- Whenever there is a change in policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.

14. Accessible Formats

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

15. Individual Accommodation Plan

The Town of Aylmer shall have in place a written process for the developing of a documented individual accommodation plan for employees with a disability. Process to include:

- The employee's participation in the development of the IAP
- Assessment on an individual basis;
- Identification of accommodations to be provided;
- Timelines for the provision of accommodations;
- Town may request an evaluation by medical or other expert, at the Town's expense, to assist with determining accommodation and how to achieve accommodation;
- Employee may request the participation of a representative from their bargaining agent where represented, or otherwise a representative from the workplace where employee is not represented by a bargaining agent;
- Steps taken to protect the privacy of the employee's personal information;
- Frequency with which the IAP will be reviewed and updated and the manner in which it will be done.
- If denied, the reason for denial are to be provided to the employee;
- A format that takes into account the employee's disability.
- If requested, any information regarding accessible formats and communication supports provided;
- Identification of any other accommodations that is to be provided.

16. Return to Work

The Town of Aylmer will have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work. Such processes must be documented and must outline steps we will take to facilitate the return to work and include an IAP plan.

17. Performance Management, Career Development and Advancement, Redeployment

The Town will take into account the accessibility needs and/or individual accommodation plans of employees when:

- Using performance management processes;
- Providing career development and advancement information;
- Using redeployment procedures.

18. Workplace Emergency Response Information

The Town of Aylmer shall provide individualized workplace emergency response information to employees who have a disability:

- If the disability is such that the individualized information is necessary and the employer is aware of needs for accommodation due to the employee's disability;
- If the employee who receives an individual workplace emergency response information requires assistance and with the employees consent the Town shall provide the workplace emergency information to the person designated by the Town of Aylmer to provide assistance to the employee;
- As soon as practicable after becoming aware of the need for accommodation due to the employee's disability;
- Review the individualized workplace emergency response information when the employee moves to a different location in the organization, when overall accommodations needs or plans are reviewed and when the employer reviews its general emergency response policies.

19. 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.

As a municipality, the Town will:

- Consult with AAC, and through the use of a community survey, persons with disabilities and the public to determine whether there is a need for accessible taxis in the community. If the survey establishes a need, the Town of Aylmer will determine the proportion of accessible taxis required in the community, including steps to meet the need;
- Ensure taxicabs do not charge 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 on the rear bumper and available in an accessible format to passengers.

The Town's Accessibility Plan will include progress made by the municipality to determine the accessible taxi needs of the community and plans to provide accessible taxi service if a need is established.

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

Establishes an Administrative Monetary Penalties Program that prescribes the administrative penalties;

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

Designates the License Appeal Tribunal (LAT) 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.