



Township of Brock

Integrated Standards Accessibility Policy

1. Statement of Organizational Commitment

The Corporation of the Township of Brock is committed to promoting, encouraging and providing an accessible community which ensures equality for all in the Township of Brock by meeting the accessibility needs of persons with disabilities in a timely manner and developing, implementing and maintaining policies governing how the municipality achieves and will achieve accessibility requirements of the *Integrated Accessibility Standards Regulations* (I.A.S.R.) under the *Accessibility for Ontarians with Disabilities Act* (A.O.D.A.).

2. Purpose

The purpose of this policy is to document the Township of Brock's compliance requirements of the *Integrated Accessibility Standards* (I.A.S.R.) *Ontario regulation 191/11* under the *Accessibility for Ontarians with Disabilities Act* (A.O.D.A.).

This policy facilitates the identification, removal, and prevention of barriers to people with disabilities to promote and provide barrier-free access to municipal goods, services, and facilities.

3. Scope and Responsibility

The requirements set out in this policy and I.A.S.R. are not a replacement or a substitution for the requirements established under the *Human Rights Code*. Nor do the standards limit any obligations owed to persons with disabilities under any other legislation.

This policy applies to all Township of Brock employees as well as other third parties acting on behalf of the municipality for the provision of goods, services, programs, and facilities.

4. Definitions

"Accessible formats" may include, but are not limited to large print, recorded audio, electronic formats, and other formats useable by person with disabilities

“Barrier” as defined by A.O.D.A., means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, information or communication barrier, an attitudinal barrier, a technological barrier, a policy or practice.

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

“Disability” as defined in the *Human Rights Code*, means:

- (a) 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 coordination, blindness or visual impairment, 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;
- (b) a condition of mental impairment or a developmental disability;
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- (d) a mental disorder; or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

“Employee” means any paid employee, including, but not limited to, full-time, part-time, paid apprenticeships, and seasonal employees.

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

“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 or similar aid.

“Municipality” means the Corporation of the Township of Brock.

“Taxicab” as defined in the *Highway Traffic Act*, a motor vehicle having a seating capacity of not more than six persons, exclusive of the driver, hired for one specific trip for the transportation exclusively of one person or group of persons, one fare or charge

only being collected or made for the trip and that is licensed as a taxicab by a municipality.

“Volunteer” means any non-paid individual who acts on behalf of the municipality, including, but is not limited to, any individual appointed by Council to a Board or Committee, camp or recreational program volunteer, or co-op student.

5. Policy

Part I: General

5.1 Establishment of Accessibility Policies

The municipality will develop, implement and maintain policies governing how it achieves or will achieve accessibility through meeting the requirements referred to in I.A.S.R. The policies will include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner.

5.2 Accessibility Plans

The municipality will establish, implement, maintain and document a multi-year accessibility plan that outlines the municipality’s strategy to prevent and remove barriers through meeting the requirements under the I.A.S.R.

The multi-year accessibility plan will be:

- Posted on the municipality’s website and be provided in an accessible format, upon request, as soon as it is practicable;
- Reviewed and updated at least once every five years; and,
- Established, reviewed and updated in consultation with persons with disabilities and the Brock Accessibility Advisory Committee (B.A.A.C.).

The municipality will:

- Prepare an annual status report on the progress of measures taken to implement the multi-year accessibility plan; and
- Post the status report on its website and provide the report in an accessible format, upon request, as soon as it is practicable

5.3 Procuring or Acquiring Goods, Services, and Facilities

The municipality will incorporate accessible design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so as per the Township of Brock Procurement By-law. If it is not practicable to do so, the municipality shall provide an explanation upon request.

5.4 Training

- 5.4.1 The municipality will ensure that training is provided based on the requirements of the accessibility standards referred to in the I.A.S.R. and on the *Human Rights Code* as it pertains to persons with disabilities to the following:
- (a) Members of Council;
 - (b) All employees, and volunteers;
 - (c) All persons who participate in developing the organization's policies; and
 - (d) All other persons who provide goods, services or facilities on behalf of the organization.
- 5.4.2. The municipality will modify the training for different employees to ensure it is appropriate to their duties.
- 5.4.3 The municipality will ensure that every person referred to in subsection 5.4.1 is trained as soon as practical. Employees will be trained as part of their employee orientation and volunteers will be required to complete the training as soon as they begin volunteering with the municipality.
- 5.4.4 The municipality will provide training in respect of any changes to the municipality's accessibility policies.
- 5.4.5 The municipality will keep records of all training provided to employees, including the dates of the training and the number of individuals to whom training was provided.

Part II: Information and Communication Standards

5.5 Feedback

The municipality is committed to providing a high quality of customer service. The municipality will ensure that the processes for receiving and responding to feedback are accessible to persons with disabilities. Upon request, the municipality will provide or arrange for accessible formats and communications supports.

5.6 Accessible Formats and Communication Supports

The municipality will, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities as outlined in the Township of Brock Accessible Formats Policy.

5.7 Emergency Procedure, Plans or Public Safety Information

The municipality will provide, upon request, the emergency procedures, plans and public safety information in an accessible format or with appropriate communication supports, as soon as practicable.

5.8 Accessible Websites and Web Content

The municipality will make their internet website and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and eventually increasing to Level AA, except where it is not practicable to do so. The municipality will make new internet websites and web content on those sites conform to WCAG 2.0 Level A by January 1, 2014 and make all internet websites and web content conform to WCAG 2.0 Level AA, with the exception of Captions (live) and Audio Descriptions (Pre-recorded), by January 1, 2021.

5.9 Public Libraries

The municipality shall ensure that the library board provides access to or arrange for the provision of access to accessible materials where they exist. The municipality make information about the availability of accessible materials publicly available and upon request, will provide the information in accessible format or with appropriate communication requests.

Part III: Employment Standards

5.10 Recruitment, Assessment, Selection and Notification

The municipality will notify its employees and the public about the availability of accommodation for applicants with disabilities during its recruitment process.

The municipality, during the recruitment process, will notify job applicants, when they are individually selected to participate in an assessment or selection process, that, upon request, accommodations are available in relation to the materials or processes to be used. If a selected applicant requests an accommodation, the municipality will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to the disability.

The municipality will inform all employees of its policies used to accommodate its employees with disabilities.

5.11 Accessible Formats and Communication Supports

The municipality, upon request, shall consult employee's with a disability 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 and for information that is generally available to employees in the workplace.

5.12 Workplace Emergency Response Information

The municipality will 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 municipality is aware of the need for accommodation due to the employee's disability.

5.13 Individualized Accommodation Plans

The municipality will develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. The municipality will follow the process for the development of documented individual accommodation plans will include the elements as outlined in the IASR.

If requested, individualized accommodation plans will include any information regarding accessible formats and communications supports provided, individualized workplace emergency response information and identify any other accommodations that are to be provided.

5.14 Return to Work Process

The municipality will develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability related accommodations in order to return to work. The municipality will document the return to work process.

The return to work process will outline the steps the municipality will take to facilitate the return to work of employees who were absent because their disability required them to be away from work. Documented individual accommodation plans, as per the IASR, will be used as part of the process.

5.15 Performance Management

The municipality will consider the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.

5.16 Career Development and Advancement

The municipality, when providing career development and advancement opportunities, will consider the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.

Part IV: Transportation Standards

5.17 Duties of Municipality – Accessible Taxicabs

The municipality will consult with the Brock Accessibility Advisory Committee, the public and persons with disabilities, to determine the proportion of on-demand accessible taxicabs required. The municipality will identify progress made toward meeting the need for on-demand accessible taxis.

5.18 Duties of Municipality – Taxicabs

The municipality, when licensing taxicabs, will ensure that owners and operators are prohibited from charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip and from charging a fee for the storage of mobility aids or mobility assistive devices.

In addition, the municipality will ensure that vehicle registration and identification information is available in an accessible format to persons with disabilities who are passengers and that this information is placed on the rear bumper of the taxicab.

*Adopted by Resolution No. 3-5 at the April 25, 2016 Administration & Personnel Committee.