

| <b>Corporate Policies and Procedures</b>                               |                   |   |                           |
|--|-------------------|---|---------------------------|
| <b>DEPARTMENT:</b><br>Accessibility                                    |                   |   | <b>POLICY #:</b><br>10-02 |
| <b>POLICY:</b><br>Integrated Accessibility Standards Regulation (IASR) |                   |   |                           |
| <b>DATE:</b><br>December 4,<br>2017                                    | <b>REV. DATE:</b> | <b>COVERAGE:</b><br>All Council, Employees, Volunteers,<br>Library Employees and Volunteers<br>(includes Fire Department) | <b>PAGE #</b><br>1 of 7   |

Under the *Accessibility for Ontarians with Disability Act, 2005* all public and private sector organizations must meet the requirements of accessibility standards by regulation. This policy establishes the Integrated Accessibility Standards Regulation in the areas of Employment, Information & Communication and Transportation for the Township of Greater Madawaska 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 regulator burden for obligated organizations.

The Township of Greater Madawaska is committed to meeting the needs of people with disabilities, in a timely manner, through the implementation of this policy.

**Policy**

**1. Scope and Responsibilities**

1.1 This policy has been drafted in accordance with the Regulation and addresses how the Township of Greater Madawaska achieves accessibility through meeting the Regulation’s requirements.

1.2 It provides the overall strategic direction that we will follow to provide accessibility supports to Ontarians with disabilities. The requirements of the Regulation include:

- 1.2.1 Establishment, implementation, maintenance and documentation of a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under the regulation;
- 1.2.2 Incorporation of accessibility criteria and features when procuring or acquiring goods, services, or facilities;
- 1.2.3 Training; and
- 1.2.4 Other specific requirements under the Information and Communication, Employment and Transportation Standards.

**2. Definitions**

2.1 “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;

- 2.1.1 “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;

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2.1.2 “Designated public sector organizations” 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*.

## **PROCEDURE**

### **3. General Provisions**

#### **3.1 Multi-Year Accessibility Plan**

3.1.1 The Township of Greater Madawaska Multi-Year Accessibility Plan outlines a phased-in strategy to prevent and remove barriers and addresses the current and future requirements of the AODA. The Township of Greater Madawaska will report annually on the progress and implementation of the plan, and we will post the information on the website and will provide in an alternative format upon request. The plan will be reviewed and updated every five years.

#### **3.2 Procuring or Acquiring Goods, Services or Facilities**

3.2.1 The Township of Greater Madawaska will incorporate accessibility criteria and features when procuring or acquiring goods, service or facilities, except where it is not practicable to do so, in which case if required we will provide an explanation.

#### **3.3 Training**

3.3.1 The Township of Greater Madawaska will ensure that training is provided to all employees. Training will be provided as soon as is practicable. We will maintain a record of dates when training is provided and the names and number of individuals to whom was provided. The Township will provided training for all areas of accessibility that pertain to the staff members position within the Township.

### **4. Information and Communications Standard**

4.1 The Township will create, provide and receive information and communications in ways that are accessible to people with disabilities.

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4.2 If our organization determines that it is not technically feasible to convert the information or communications or the technology to convert the information is not readily available we will be obligated to provide the person with:

- 4.2.1 An explanation as to why the information or communication are nonconvertible and
- 4.2.2 A summary of the nonconvertible information or communications

## **5. Emergency Information**

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

## **6. Feedback**

6.1 The Township of Greater Madawaska has a process in place for receiving and responding to feedback and will ensure that those processes are provided in an accessible manner and with communication support upon request. We will notify the public about the availability of accessible formats and communication supports.

## **7. Accessible Formats and Communication Supports**

7.1 The Township of Greater Madawaska shall be obligated to provide or arrange for accessible formats and communication supports for persons with disabilities:

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

## **8. Website Accessibility**

8.1 The Township will ensure that the website and content will remain conformed to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at a Level AA.

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## **9. Employment Standards**

9.1 The Employment Standards builds upon 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 all respects to employees and does not apply to volunteers and other non-paid individuals.

## **10. Recruitment and Retention**

10.1 The Township of Greater Madawaska shall notify employees and the public about the availability of accommodations for applicants with disabilities:

10.1.1 During the recruitment process when job applicants are individually selected to participate in an assessment or selection process;

10.1.2 If a selected applicant requests an accommodation we shall consult with the applicant and provide or arrange for the provisions of a suitable accommodation that takes into account the applicant's disability;

10.1.3 Notify successful applicants of the policies for accommodating employees with disabilities.

## **11. Employee Notification**

11.1 the Township of Greater Madawaska shall inform its employees of its policies used to support its employees with disabilities, including but not limited to, policies on the provisions of job accommodations that take into account an employee's accessibility needs;

11.1.1 As required to new employees as soon as practicable after they begin their employment;

11.1.2 Whenever there is a change to existing policies on the provisions of job accommodations that take into account an employee's accessibility needs.

## **12. Accessible Formats**

13.1 In addition and where an employee with a disability requests it, the Township of Greater Madawaska will consult with the employee to arrange for the provision of accessible formats and communication supports for:

13.1.1 Information that is needed to perform the employee's jobs; and

13.1.2 Information that is generally available in the workplace.

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13.1.3 Consult with the employee making the request in determining the suitability of an accessible format or communication support.

### **13. Individual Accommodation Plan**

13.1 The Township of Greater Madawaska has a written process for the development of a documented individual accommodation plan for employees with disabilities. The process includes:

- 13.1.1 A discussion between the employee and the Manager to work together to develop the plans necessary to accommodate the employee
- 13.1.2 Assessment on an individual basis, or the possibility of a request for evaluation by a medical or other expert, at the Township expense, to assist with determining accommodations and how to achieve accommodation;
- 13.1.3 Identification of accommodations to be provided;
- 13.1.4 Timelines for the provision for accommodations;
- 13.1.5 A request from the employee for the participation of a representative from their bargaining agent where represented, or otherwise a representative from the workplace where the employee is not represented by a bargaining agent;
- 13.1.6 The frequency with which the IAP will be reviewed and updated, and the manner in which it will be done;
- 13.1.7 The manner in which the reasons for the denial will be provided to the employee, if an individual accommodation plan is denied;
- 13.1.8 A format that takes into account the employee's accessibility needs due to disability.

13.2 Individual accommodation plans shall:

- 13.2.1 If requested, include any information regarding accessible formats and communication supports provided
- 13.2.2 Individualized workplace emergency response information form if required
- 13.2.3 Identification of any other accommodation that is to be provided;
- 13.2.4 Ensure that the employee's information is confidential, unless otherwise stated

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#### **14. Workplace Emergency Response Information**

14.1 The Township of Greater Madawaska will provide individualized workplace emergency response information to employees who have a disability:

14.1.1 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;

14.1.2 If the employee who receives individual workplace response information requires assistance, and with the employee's consent we shall provide the workplace emergency information to the person designated by the Township to provide assistance to the employee;

14.1.3 As soon as is practicable after becoming aware of the need for accommodation due to the employee's disability;

14.1.4 Review the individualized workplace emergency response information when the employee moves to a different location in the organization, when overall accommodation needs or plans are reviewed and when the employer reviews its general emergency response policies.

#### **15. Return to Work**

15.1 The Township of Greater Madawaska 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 the Municipality will take to facilitate the return to work and include an IAP.

#### **16. Performance Management, Career Development and Advancement, Redeployment**

16.1 The Township of Greater Madawaska will take into account the accessibility needs and/or individual accommodation plans of employees when:

16.1.1 Using performance management processes;

16.1.2 Providing career development and advancement information;

16.1.3 Using redeployment procedures.

#### **17. Transportation Standard**

17.1 The Transportation Standard is not applicable to the Township of Greater Madawaska at this time. The Municipality does not currently license or provide for public transportation.

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## **18. Review Period**

18.1 This policy shall be reviewed annually and will be revised in light of any legislative or organizational changes.

Appendix A – Individual Accommodation Plan Form

Appendix B – Employee Emergency Response Information