



THE MUNICIPALITY OF CALLANDER
MUNICIPAL ACCESSIBILITY POLICIES

(December, 2013)

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THE CORPORATION OF THE MUNICIPALITY OF CALLANDER ACCESSIBILITY POLICIES

POLICY STATEMENT

The Corporation of the Municipality of Callander (“Municipality”) is committed and guided by the four core principles of equal opportunity, dignity, integration and independence for persons with disabilities and supports the inclusion of persons as set out in the *Canadian Charter of Rights and Freedoms* and the *Accessibility for Ontarians with Disabilities Act, 2005*. The Municipality of Callander 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.

PURPOSE

Under the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) 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 (list 3 standards) Employment, Information and Communication and Transportation for the Municipality of Callander 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.

SCOPE AND RESPONSIBILITIES

This policy has been drafted in accordance with the Regulation and addresses how the Municipality of Callander achieves accessibility through meeting the Regulation’s requirements. It provides the overall strategic direction that we 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 meet 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.

DEFINITIONS

“Accessible Formats” means formats useable by persons with disabilities and may include, but is not limited to, large print, recorded audio and electronic formats and Braille;

“Barrier” 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, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice;

“Communication Supports” means supports that facilitate communication and may include, but is not limited to, captioning, alternative and augmentative communication supports, plain language and sign language;

“Disability” *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 co-ordination, blindness or visual impediment, 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 Workplace Safety and Insurance Act, 1997;

“Service animal” an animal is a service animal for a person with a disability,

- (a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- (b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

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

“Unconvertible” means information or communications where it is not technically feasible to convert the information or communications or the technology to convert the information or communications is not readily available.

GENERAL PROVISIONS

Multi-Year Accessibility Plan

The Municipality of Callander’s 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 Accessibility Plan will be will be posted on the Municipality of Callander’s website and shall be made available in an accessible format and with communication supports, upon request. Progress on the how the Municipality has met the commitments identified in the

plan will be provided in an annual update Report to Council. A copy of this Report will be posted on the Municipality's website and shall be made available in an accessible format and with communication supports, upon request.

The Accessibility Plan shall be reviewed, and if necessary, updated every five (5) years.

Procuring or Acquiring Goods, Services or Facilities

The Municipality of Callander shall incorporate accessibility features and criteria when procuring goods or services, unless it is not feasible (practical) to do so. If not practicable the Municipality shall provide an explanation, upon request. The explanation shall be made available in an accessible formation and with communication supports, upon request.

Training

All Municipal employees, volunteers, third party persons who provide goods, services or facilities on behalf of the Municipality will receive training and persons who participate in developing the Municipality's policies and practices will be provided with accessibility training.

This training shall include:

- The requirements of the Ontario Human Rights Code as it pertains to persons with disabilities;
- The requirements of the Integrated Accessibility Standards Regulations and the Accessibility for Ontarians with Disabilities Act Customer Service Standards as it pertains to persons with disabilities;
- The provisions of programs and services to persons with disabilities;
- The use of assistive devices, support persons and service animals by persons with disabilities;
- The availability and formats of accessible documents;
- Any changes made to Municipal Accessibility Policies.

The training shall be provided as soon as is practicable and shall be appropriate to the duties of the employee, volunteer or other persons. The Municipality shall keep a record of the training provided, including the dates of which the training is provided and the individuals to whom training was provided.

INFORMATION AND COMMUNICATIONS STANDARD

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

If the Municipality 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, we will be obligated to provide the person that requires the information with:

- a) An explanation as to why the information or communications are unconvertible; and
- b) A summary of the unconvertible information or communications.

EMERGENCY INFORMATION, PROCEDURES AND PLAN

If the Municipality 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.

FEEDBACK

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

ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS

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

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

This does not apply to products and product labels, unconvertible information or information and communication that the Municipality does not control either directly or indirectly. If it is determined that the information or communications are unconvertible, the Municipality shall provide the person requesting the communication or information with:

- a) An explanation as to why the information or communications are unconvertible; and
- b) A summary of the unconvertible information or communications.

WEBSITE ACCESSIBILITY

The Municipality of Callander shall make their internet website and web content conform to World Wide Web Consortium Web Content Accessibility Guidelines ("WCAG"). 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.

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 all paid employees, including but not limited to, full-time, part-time, paid apprenticeships and seasonal employment.

The requirements of the Employment Standard shall be met by The Municipality of Callander by January 1, 2015 unless otherwise specified.

RECRUITMENT AND RETENTION

The Municipality of Callander 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, we shall consult with applicant and provide or arrange for the provision of suitable accommodation that takes into account the applicant's accessibility needs due to disability;
- Notify successful applicants of the Municipality of Callander's policies for accommodating employees with disabilities.

EMPLOYEE NOTIFICATION

The Municipality of Callander shall inform its employees of its policies used to 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 existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.

ACCESSIBLE FORMATS

In addition and where an employee with a disability requests it, the Municipality of Callander 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 the employees in the work place; and
- consult with the employee making the request in determining the suitability of an accessible format or communication support.

INDIVIDUAL ACCOMMODATION PLAN

The Municipality of Callander shall have in place a written process for the development a documented individual accommodation plan for employees with a disability. The process shall include:

- The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan;
- Assessment on an individual basis;
- Identification of accommodation to be provided;
- Timelines for the provision of accommodations;
- The manner in which the Municipality may request an evaluation by outside medical or other expert at their expense, to assist with 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 the employee is not

- represented by a bargaining agent, in the development of the accommodation plan;
- Steps taken to protect the privacy of the employee's personal information;
 - Frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done;
 - If denied, the manner in which the reasons for the denial are to be provided to the employee;
 - A format that takes into account the employee's accessibility needs due to disability;
 - If requested, any information regarding accessible formats and communication supports provided;
 - Identification of any other accommodation that is to be provided.

RETURN TO WORK

The Municipality of Callander 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 the steps the Municipality will take to facilitate the return to work and include an individual accommodation plan.

PERFORMANCE MANAGEMENT, CAREER DEVELOPMENT AND ADVANCEMENT, REDEPLOYMENT

The Municipality of Callander will take into account the accessibility needs of employees with disabilities and/or individual accommodation plans of employees when:

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

WORKPLACE EMERGENCY RESPONSE INFORMATION

The Municipality of Callander 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 the need 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 Municipality shall provide the workplace emergency information to the person designated by the Municipality of Callander 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.

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 Municipality of Callander will:

- Consult with persons with disabilities and the public to determine proportion of on-demand accessible taxicabs 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 both on the rear bumper and available in an accessible format to passengers who are persons with a disability.

The Municipality of Callander's Accessibility Plan will include progress made by the municipality to meet the accessible taxi needs of the community.

BUILT ENVIRONMENT STANDARDS

The Municipality of Callander shall comply with the AODA Design of Public Spaces Standard (Accessibility Standards for the Built Environment) when undertaking new construction and redevelopment of public spaces in the following areas:

- Recreational trails and beach access routes;
- Outdoor public use eating areas;
- Outdoor play spaces;
- Exterior paths of travel;
- Accessible Parking;
- Obtaining Services; and
- Maintenance of accessible elements.

COMPLIANCE

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.

Employees and Managers shall monitor current practices to ensure compliance with this Policy.

Failure to comply with this Policy may result in disciplinary action, up to and including dismissal.