

	INTEGRATED ACCESSIBILITY STANDARDS	ACC-01
	CATEGORY: ACCESSIBILITY	Adopted: November 15, 2023

1. 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 transportation, employment and information for the Township of Chatsworth 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 Township of Chatsworth 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.

3. Policy Statement and Organizational Commitment:

The Township of Chatsworth is committed and guided by the four core principles of independence, dignity, integration and equality of opportunity and supports the needs of persons as set out in *Accessibility for Ontarians with Disabilities Act, 2005*. The Township of Chatsworth shall use every effort to ensure that the

Township meets the needs of people with disabilities in a timely manner through the implementation of this policy.

4. Definitions:

Below is a list of fifteen (15) definitions, in alphabetical order used in this policy:

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 Township of Chatsworth’s Multi-Year Accessibility Plan outlines a strategy to prevent and remove barriers and addresses the current and future requirements of the AODA.

The Township will report bi-annually on the progress and implementation of the multi-year accessibility plan, and the Township will post the information on the Township’s website and will provide it in alternative formats upon request. The plan will be reviewed and updated once every 5 years.

Procuring or Acquiring Goods, Services or Facilities

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

Training

The Township of Chatsworth will ensure that training is provided to all employees, regular fee for service staff and volunteers on the requirements of the Accessibility Standards referred to in the Regulation on the Human Rights Code as it pertains to persons with disabilities. Training will be provided as soon as is practicable. If any changes to this policy occur, training will be provided. The Township will maintain a record of dates when training is provided and the number of individuals.

6. **Information and Communications Standard**

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

If our organization 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 information or communication is unconvertible; and
- b) A summary of unconvertible information or communication.

6.1 Emergency Information

If our organization 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.

6.2 Feedback

Our organization 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 supports upon request. We will notify the public about the availability of accessible formats and communication supports.

6.3 Accessible Formats and Communication Supports

The Township of Chatsworth 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;
- b) At a cost no more than regular costs charged to others;
- c) Consult with the person 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.

6.4 Website Accessibility

The Township of Chatsworth shall ensure its internet website and web content conform with WCAG 2.0 initially at Level A and increasing to Level AA by January 1, 2021.

7.0 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 to full

time employees.

The requirements of the Employment Standard shall be met by the Township of Chatsworth including the following areas.

7.1 Recruitment and Retention

The Township 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 the applicant and provide or arrange for suitable accommodation that takes into account the persons needs due to disability;
- Notify successful applicants of the policies for accommodating employees with disabilities.

7.2 Employee Notification

The municipality shall inform its employees of its policies used to support 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 for 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.

7.3 Accessible Formats

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

7.4 Individual Accommodation Plan (IAP)

The municipality shall have in place a written process for developing 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;
- The municipality may request an evaluation by a medical or other expert, at its expense, to assist with determining accommodation and how to achieve accommodation;
- An employee may request the participation of a representative from their bargaining agent, where represented, or otherwise a representative from the workplace where an employee is not represented by a bargaining agent;
- Steps to be 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(s) 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; and
- Identification of any other accommodation that is to be provided.

7.5 Return to Work

The Township 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 Township of Chatsworth will take to facilitate the return to work and include an IAP plan.

7.6 Performance Management, Career Development and Advancement, Redeployment

The Township 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; and
- Using redeployment procedures.

7.7 Workplace Emergency Response Information

The Township of Chatsworth 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 municipality shall provide the workplace emergency information to the person designated by the Township 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.

8.0 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.

At the time of adopting this policy, the Township does not operate any transportation services.

Should consideration be given to a taxi licensing by-law, the Township of Chatsworth will:

- Consult with AAC, persons with disabilities and the public to determine proportion of accessible taxis required in the community, including steps to meet the need;
- When establishing a licensing by-law, ensure taxicabs do not charge a high fee or additional fee to persons with disabilities;
- When establishing a licensing by-law, ensure taxicabs do not charge a fee for storage of assistive devices;
- When establishing a licensing by-law, ensure taxicabs have appropriate information displayed both the rear bumper and available in an accessible format to passengers.

9.0 Design of Public Spaces

Many buildings have already been updated and renovated to include accessible features such as automatic door openers and public toilets. The IASR sets out requirements with regards to the following:

- Recreational trails/beach access routes
- Outdoor public eating spaces
- Exterior paths of travel
- Accessible parking (on-street and off-street)
- Service related elements (such as customer service counters and waiting areas.
- Maintenance and Restoration of public spaces

The Township of Chatsworth is committed to meeting accessibility requirements when building or making changes to public spaces.

The Township will reasonably maintain public spaces and accessible elements.