

Topic:	Integrated Accessibility Standards	Affects:	All Employees & Elected Officials
Section	Accessibility	Replaces:	NEW
Original Policy Date:	January 1, 2013	Latest Revision Date:	
Effective Date:	January 1, 2013	Next Revision Date:	
Prepared By:	Customer and Legislative Services	Approval Authority:	CAO

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 in the areas of Employment, Information and Communication, Transportation and Design of Public Spaces for the Town of Aurora in accordance with Ontario Regulation 191/11. The requirements set out in this policy and the Integrated Accessibility Regulation are not a replacement or a substitution for the requirements established under the Human Rights Code nor do the standards or policy limit any obligations owed to persons with disabilities under any other legislation.

SCOPE AND RESPONSIBILITIES:

This policy has been drafted in accordance with the Regulation and addresses how the Town of Aurora will achieve accessibility through meeting the Regulation's requirements. It provides direction that the Town of Aurora 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 Town of Aurora's strategy to identify, remove and prevent barriers and meet its requirements under the Regulation;
- Incorporation of accessibility criteria and features when procuring or acquiring goods, services, or facilities. (Please refer to By-Law Number 5500-13, 25.1-25.2);
- Training; and
- Other specific requirements under the Information and Communication, Employment, Transportation, and Design of Public Spaces Standards.

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;

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.

Kiosk – means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.

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

- (a) It is not technically feasible to convert the information or communications;
- (b) 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.

POLICY PRINCIPLES & REQUIREMENTS:

Part I: General Requirements

Multi-Year Accessibility Plan

The Town of Aurora’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 Town of Aurora will report annually on the progress and implementation of the plan, post the information on the Town’s 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 Aurora 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, will provide an explanation). Please refer to By-Law Number 5500-13, 25.1-25.2

Self-Service Kiosk

The Town of Aurora shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.

Training

The Town of Aurora will ensure that training is provided to all employees on the requirements of the accessibility standards referred to in the Regulation and in the *Human Rights Code* as it pertains to persons with disabilities. Training will be developed and implemented by January 1, 2014. Ongoing training will be provided to new employees as soon as practicable. If any changes are made to this policy or the requirements, training will be provided. The Town of Aurora shall maintain a record of the dates when training is provided and the number of individuals to whom it was provided.

Part II: Information & Communication Standard Requirements

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

If the Town of Aurora determines that it is not technically feasible to convert the information/communication or the technology to convert is not readily available, the Town 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

If the Town of Aurora 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.

Feedback

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

Accessible Formats & Communication Supports

The Town of Aurora 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 persons' accessibility needs due to a disability;
- b) At a cost that is no more than the regular cost charged to other persons;
- c) Consult with the person making the request and determine suitability of an accessible format or communication support;
- d) Notify the public about the availability of accessible formats and communication supports.

Website Accessibility

The Town of Aurora shall make their internet website and web content conform with the 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 with WCAG 2.0 Level A. By January 1, 2021 all internet website and web content will conform with WCAG 2.0 Level AA.

Part III: Employment Standard Requirements

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 employees and does not apply to volunteers and other non-paid individuals. The requirements of the Employment Standard shall be met by the Town of Aurora by January 1, 2014 unless otherwise specified.

Recruitment

The Town of Aurora 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 of Aurora 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.

Please refer to Policy #38 (Staff Recruitment and Selection) for additional information.

Employee Notification

The Town of Aurora 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 to 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 to and where an employee with a disability requests it, the Town of Aurora 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.

Individual Accommodation Plan (IAP)

The Town of Aurora shall have in place a written process for the development 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;
- The Town of Aurora may request an evaluation by outside 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 not from 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 reasons for denial are to be provided to the employee;
- A format that takes into account the employee's disability needs;
- 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 Town of Aurora has a return to work process in place for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. Please refer to Policy # 51 (Return to Work Program) for additional information.

Performance Management, Career Development and Advancement, and Redeployment

The Town of Aurora will take into account the accommodation needs 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 Town of Aurora shall provide individualized workplace emergency response information to employees who have a disability:

- As soon as practicable after becoming aware of the need for accommodation due to the employee's 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 employee's consent, the Town of Aurora shall provide the workplace emergency information to the person designated by the Town of Aurora to provide assistance to the employee;
- And will 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.

Part IV: Transportation Standard Requirements

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.

The Town of Aurora will:

- Consult with Accessibility Advisory Committee, persons with disabilities and the public to determine proportion of accessible taxicabs required in the community, including steps to meet the need;
- Ensure taxicabs do not charge a higher fare 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 the rear bumper and available in an accessible format to passengers.

The Town of Aurora Accessibility Plan will include progress made by the municipality to meet the accessible taxi needs of the community.

Part IV.1: Design of Public Spaces in the Built Environment Requirements

The Town of Aurora will meet the requirements under the Accessibility For Ontarians with Disabilities Act, 2005 (AODA) and, in particular, Part IV.1 Design of Public Spaces Standards (Accessibility Standards for the Built Environment) in relation to:

- Recreational trails/beach access routes;
- Outdoor public-use eating areas like rest stops or picnic areas; and
- Outdoor play spaces, like playgrounds in municipal parks; and
- Exterior paths of travel, such as sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals; and
- Accessible parking on and off street; and
- Service related elements such as service counters, fixed queuing lines and waiting areas; and
- Scheduled preventative maintenance

RESPONSIBILITIES:

Responsibilities of Management:

- Educate employees and ensure compliance with all aspects of the policy.
- Demonstrate behaviours that are consistent with the policy.
- Provide support and guidance to staff members in fulfilling the policy.
- Ensure all staff are trained according to the requirements of the AODA legislation.
- When aware of areas of non-compliance ensure appropriate action is taken.
- Complete and file an accessibility report as required by the legislation.

Responsibilities of all Employees:

- Comply with all aspects of the policy.
- Demonstrate behaviours that are consistent with the policy.
- Participate fully in training as it relates to this policy.
- When aware of areas of non-compliance ensure supervisor or manager is notified.

EXCLUSIONS:

This Policy shall not apply during any period where an emergency has been declared by the head of Council.

REFERENCES:

[Integrated Accessibility Standards, Ontario Regulation 191/11](#)