



Corporate Policy

Policy: C-GG-25 Integrated Accessibility Standards
Main Contact: Clerks
Last Revision: November 14, 2014

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Purpose

To meet the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/11 (IASR) established under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), and to demonstrate how the Township will undertake to comply with these requirements to work toward breaking down barriers and increase accessibility for persons with disabilities.

Scope

This policy shall apply to every person who deals with members of the public or their agents on behalf of the Township of Muskoka Lakes, whether the person is an employee, agent, volunteer or otherwise.



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This policy is implemented in accordance with the Integrated Accessibility Standards, Ontario Regulation 191/11 (IASR) as they relate to the General Requirements, Information and Communications, Employment, Transportation, and Built Environment (Design of Public Spaces), and identified within the Township of Muskoka Lakes Multi-Year Accessibility Plan and the phased in timelines.

Definitions and Examples

1. **“Accessible Formats”** formats that are an alternate to standard print and may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.
2. **“Accommodation”** means the special arrangement 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.
3. **“Communications”** means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.
4. **“Communication Supports”** means supports that individuals with disabilities may need to access information, and may include, but are not limited to plain language formats, sign language, as well as reading out loud, captioning, or using written notes to communicate.
5. **“Conversion Ready”** means an electronic or digital format that facilitates conversion into an accessible format.
6. **“Disabilities”** shall mean the same definition of disability as found in the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code, and Township Council Policy - Accessible Customer Service C-GG-21:
 - 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



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- 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 insurance plan established under the *Workplace Safety and Insurance Act, 1997*.
7. **“IAP”** means Individualized Accommodation Plan.
 8. **“Information”** includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.
 9. **“Internet Website”** means a collection of related web pages, images, videos or other digital assets.
 10. **“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.
 11. **“Mobility Aid”** means a device used to facilitate the transport, in a seated posture, of a person with a disability.
 12. **“Mobility Assistive Device”** means a cane, walker, wheelchair, scooter or similar aid.
 13. **“Persons with Disabilities”** shall mean those individuals that are afflicted with a disability as defined under the Ontario Human Rights Code.
 14. **“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.



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15. **“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.

16. **“Web Content Accessibility Guidelines”** means the world wide web consortium recommendation, dated December 2008, entitled “Web Content Accessibility Guidelines (WCAG) 2.0.

Responsibilities

POLICY STATEMENT AND ORGANIZATIONAL COMMITMENT:

The Township of Muskoka Lakes strives to ensure a fully accessible environment for all persons with disabilities, and will continue to build upon and improve its practices in addition to ensuring that it meets the accessibility needs of persons with disabilities in a timely manner, consistent with the specific requirements of the Act and its regulations.

RESPONSIBILITIES:

This policy has been drafted in accordance with the Integrated Accessibility Standard Regulation, Ontario Regulation 191/11, to address the Township of Muskoka Lakes accessibility program. This policy provides overall strategic direction to provide accessibility support to all residents and visitors who have a disability.

Procedures/Steps

1. GENERAL REQUIREMENTS

Through the Integrated Accessibility Standards Policy, the Township will develop, implement and maintain policies which govern how the municipality will achieve accessibility measures as required through the Accessibility for Ontarians with Disabilities Act (AODA).



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Multi-Year Accessibility Plan:

The Township of Muskoka Lakes shall develop, implement, and document a multi-year accessibility plan outlining the corporate strategy for identifying, removing and preventing barriers, and meeting the requirements as set out in the regulation.

The plan working group is comprised of the Township Senior Management Team (CAO, Treasurer, Clerk, Director of Planning, Development Services Coordinator, Director of Public Works, and Fire Chief) the Community Economic Development Coordinator and an appointed Council liaison. The plan is formally adopted by Township Council.

The plan will be reviewed at least once every five years, with an annual report to be prepared on the progress of the multi-year accessibility plan. Members of the public, including those who have a disability, are encouraged to provide input into the development and review of the Plan.

The plan and annual reports will be posted on the Township's website and upon request, provided in an accessible format.

Procuring or Acquiring Goods, Services or Facilities:

The Township of Muskoka Lakes will incorporate accessibility design, 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, an explanation will be provided.)

Self-Service Kiosk:

The Township of Muskoka Lakes shall incorporate accessibility features when designing or buying self-service kiosks. The Township will consider the needs of all our customers and clients in order to make kiosks accessible to the widest range and users.

Training:

The Township of Muskoka Lakes will ensure that training is provided to all individuals as outlined in the IASR on the requirements of the standards referred to in the IASR, and in the Ontario Human Rights Code as it relates to persons with

disabilities. Training will be developed and implemented. On-going training will be provided to new employees as soon as practicable. If any changes are made to this



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policy or the requirements, training will be provided. The Township will keep records of the training provided, including dates on which the training is provided, and the number of persons trained. The names of the individuals trained will be recorded for training administration purposes

2. INFORMATION AND COMMUNICATION STANDARD

The Township of Muskoka Lakes will create, provide and receive information and communications, including invoices, order forms, flyers, brochures, etc., in ways that are accessible to people with disabilities, upon request.

If the Township determines that it is not technically feasible to convert the information or communications, or the technology to convert the information or communications is not readily available, that person who requires the information will be provided with an explanation as to why the information or communications are not convertible, and a summary of the unconvertible information or communications.

Emergency Information:

The Township will provide its emergency procedures, plans or public safety information which are made available to the public, in an accessible format, or with the appropriate communication supports, as soon as practicable, upon request.

The Integrated Accessibility Standards Regulation Policy shall not apply during any period where Council has declared a "State of Emergency" as defined under the Emergency Management and Civil Protection Act.

Any reduction or suspension of services would be dictated by the nature and scale of the emergency and the resources allocated. The impacts of the emergency may destroy telecommunication systems, result in travel restrictions, and closure of municipal facilities.



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Feedback:

The Township will ensure that our processes for receiving and responding to feedback are accessible to people with disabilities by providing or arranging for the provision of accessible formats and communication supports, as soon as practicable, upon request. Feedback can be provided: in person, by telephone, in writing, or by delivering an electronic text by email, cd or otherwise. In addition, the Customer Feedback process will be promoted on the Township website.

Accessible Formats and Communication Supports:

The Township will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities:

- Upon request, in a timely manner that takes into account the person's accessibility needs due to a disability;
- At a cost that is no more than the regular cost charges to other persons;
- In consultation with the person making the request to determine the suitability of an accessible format or communication support.

Through regular communication channels, the Township shall notify the public about the availability of accessible formats and communication supports. The Township shall maintain a list of contacts for the provision of accessible formats.

Website Accessibility:

The Township will make its internet website and any new web content conform to the World Wide Web Consortium Web Content Accessibility Guideline (WCAG) 2.0, initially at Level A, and increase to Level AA. Website users are encouraged to contact the Township if they are unable to access a document posted on the municipal website.



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3. EMPLOYMENT STANDARD

Recruitment and Retention:

The Township of Muskoka Lakes will:

- When posting an employment opportunity, notify internal and external job applicants about the availability of recruitment-related accommodation for applicants with disabilities to support their full participation in the recruitment process;
- Notify job applicants when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used;
- If a selected applicant requests an accommodation, consult with the applicant and provide or arrange for the provision of a suitable accommodation that takes into account the applicant's accessibility needs;
- When making offers of employment, notify, successful applicants of our policies for accommodating employees with disabilities.

The Employment Standard builds upon the existing requirements under the Ontario Human Rights Code in relation to how to accommodate individuals across all stages of the employment cycle and applies with respect to paid employees and does not apply to volunteers and other non-paid individuals. However, as a best practice, the Township will make every effort to accommodate volunteers and other non-paid positions, upon request.

Employee Notification:

The Township will inform all new and existing employees of its policies for supporting 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.



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Accessible Formats:

When an employee with a disability requests it, the Township 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;
- For information that is generally available to employees in the workplace (i.e. agendas, meeting minutes, newsletters, forms, etc.);
- In consultation with the employee making the request, determine the suitability of an accessible format or communication support.

If the employee has an individual accommodation plan, then the accessible formats and/or communication supports that will be provided to the employee should be included in the plan.

Individual Accommodation Plan (IAP):

The Township of Muskoka Lakes will have in place a written process for the development of documented individual accommodation plans for employees with a disability. The process will include:

- The employee's participation in the development of the IAP;
- Assessment on an individual basis;
- Upon request of the employee, participation of a representative in the development of the plan;
- If required, include individual workplace emergency response information;
- Upon request of the Township, an evaluation by outside medical or another expert, at the Township's expense, to assist with determining accommodation needs and how to best achieve accommodation;



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- 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 taken 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 Township of Muskoka Lakes will have 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. Such processes will be documented and will outline the steps that the Township will take to facilitate the return to work and include an individual accommodation plan as part of the process.

Performance Management, Career Development and Advancement and Redeployment:

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

1. Using performance management processes;
2. Providing career development and advancement information;
3. Using redeployment procedures.



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Workplace Emergency Response Information:

The Township will provide individual work place 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;
- With the employee's consent, to the person designated by the Township to provide assistance to the employee, if required;
- As soon as practicable after becoming aware of the need for accommodation due to the employee's disability;
- 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.

4. TRANSPORTATION

Accessible Taxis:

Through regular public comment channels, the Township will consult with the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required within the Township.

Through the accessibility plan and the annual report, the Township will identify progress made towards meeting the need for on-demand accessible taxicabs including any steps to be taken to meet the need.



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Taxicab Operations:

Through the Township's licensing program, the municipality 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 a disability for the same trip, and from charging a fee for the storage of mobility aids or mobility assistive devices.

The Township will ensure owners and operators of taxicabs place vehicle registration and identification information on the rear bumper of the taxicab. Vehicle registration and identification information will be made available in an accessible format for passengers who have a disability.

Taxicab vehicle registration and identification information will be presented in accessible formats which include:

- Consistent shapes, colors, and positions when used in the same type of transportation vehicle to give the same type of information, and;
- Has text that is high colour-contrasted with its background, in order to assist with visual recognition, and has the appearance of solid characters.

5. DESIGN OF PUBLIC SPACES

The Township shall meet accessibility requirements for public spaces that are newly constructed or redeveloped and, intends to maintain, including:

- Recreational trails and beach access routes;
- Outdoor eating areas for public use;
- Outdoor play spaces;
- Exterior paths of travel;
- On and off street parking facilities; and
- Service counters, fixed queuing guides and waiting areas.



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In accordance with the legislation, the Township is not required to make changes to existing public spaces. The standard only applies when organizations build new or make major changes to existing elements of public spaces. The implementation date of this requirement is January 1, 2016.

The Township shall consult with the public and persons with disabilities on matters that are required as per the IASR before it constructs specified new or redeveloped public spaces and meet technical and / or other requirements.

LEGAL REFERENCES:

Ontario Human Rights Code, Ontarians with Disabilities Act, 2001, Accessibility for Ontarians with Disabilities Act, 2005, Accessibility Standards For Customer Service - Ontario Regulation 429/07, Integrated Accessibility Standards - Ontario Regulation 191/11.

Records Management and Privacy

All records relating to any issue pursuant to this policy shall be maintained in accordance with the Municipality's record retention schedule. Throughout all processes outlined in this policy, all Members of Council and municipal employees shall adhere to all applicable legislation regarding privacy in accordance with the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). Individuals should be aware that certain circumstances may identify them during an investigation.

Change History

Policy Number & Name	Effective Date	Significant Changes	By-law/Resolution No.
C-GG-25	November 14, 2014	E	COW-8-21/10/14 Confirming By-law #2014-143