

	<p style="text-align: center;">CORPORATE SERVICES</p> <p style="text-align: center;">Policy & Procedures</p>	<p style="text-align: center;">Section 7</p>
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ACCESSIBILITY STANDARDS POLICY

<p>Date Endorsed by Council: October 25, 2021</p>	<p>Repealed: By-laws- 40-12 and 48-16</p>	<p>Next Review Date: October, 2023</p>
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This policy is intended for both internal employees and members of the public. As such, some items may be specific to internal procedures that are not available for members of the public to access.

1. Policy Statement of Organizational Commitment

The Township of Scugog (the “Township”) is committed to ensuring that people of all ages and abilities enjoy the same opportunities as they live, work, play, visit and invest in our community and is committed to ensuring accessibility for persons with disabilities throughout its goods, services, employment, and facilities and shall be addressed in a timely manner and by developing, implementing and maintaining policies governing how the Township achieves and will achieve the accessibility requirements of the *Integrated Accessibility Standards Regulations* (I.A.S.R.) under the *Accessibility for Ontarians with Disabilities Act* (A.O.D.A.).

2. Purpose

The purpose of this policy is to document the Township of Scugog’s compliance requirements of the *Integrated Accessibility Standards* (I.A.S.R.) *Ontario regulation 191/11 under the Accessibility for Ontarians with Disabilities Act* (A.O.D.A.).

This policy facilitates the identification, removal, and prevention of barriers to people with disabilities to promote and provide barrier-free access to municipal goods, services, and facilities.

3. Scope and Responsibility

The requirements set out in this policy, the Township of Scugog’s Customer Service Standard, the A.O.D.A. and the I.A.S.R. are not a replacement or a substitution for the requirements established under the *Human Rights Code*. Nor do the standards limit any obligations owed to persons with disabilities under any other legislation.

This policy applies to all Township of Scugog employees as well as other third parties acting on behalf of the Township for the provision of goods, services, programs, and facilities and may include paying and non-paying members of the public.

The Director of Corporate Services/Clerk or designate is responsible for the overall implementation and enforcement of this policy.

4. Definitions

“Accessible formats” these may include, but are not limited to, large print, recorded audio and electronic formats, Braille, and other formats used by persons with disabilities.

“Assistive devices” means auxiliary aids that provide support and/or assistance to persons with disabilities which include, but are not limited to, wheelchairs, canes, scooters, crutches, walkers, personal sound amplification devices, ventilators etc.).

“Barrier” means obstacles that make it difficult, sometimes impossible, for persons with disabilities to do things in daily living (e.g., open doors, enter buildings, read small print, or walk far distances). Barriers can be visible or non-visible, such as attitudinal barriers. which includes physical disabilities as well as vision, hearing, speech, developmental, learning, and mental health disabilities.

“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.

“Disability” as defined by the *Ontario Human Rights Code* 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 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*.

“Information” includes data, facts and knowledge that exists in any format, including text, audio, digital or images, that convey 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 are accessible to the public.

“Public documents” means documents produced by a Township department for the purpose of providing information to the public about goods, services, or facilities (e.g., web content, brochures, applications, reports, business plans).

“Service Animal” means an animal for a person with a disability if:

- a) the animal can be readily identified as one that is being used by the person for reasons relating to person’s disability, as a result of visual indicators such as the vest or harness worn by the animal; or
- b) the person provides documentation from one of the following regulated health professionals as listed in Section 80.45 (4) (b) of the Integrated Accessibility Standards, Ontario Regulation 191/22, confirming that the person requires the animal for reasons relating to the disability.

“A guide dog” means a guide dog as defined in Section 1 of the ‘Blind Persons Rights’ Act R.R.O. 1990.

“Support Person” as defined by the Integrated Accessibility Standards, Ontario Regulation 191/22, 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, services or facilities.

“Service disruption” means a service that needs repair or is temporarily out of order, such as an elevator or powered door. It can also be a meeting or appointment that is cancelled.

“Taxicab” as defined in the *Highway Traffic Act*, a motor vehicle having a seating capacity of not more than six persons, exclusive of the driver, hired for one specific trip for the transportation exclusively of one person or group of persons, one fare or charge only being collected or made for the trip and that is licensed as a taxicab by a municipality.

“Township” means the Corporation of the Township of Scugog.

“Volunteer” means any non-paid individual who acts on behalf of the Township, including, but is not limited to, any individual appointed by Council to a Board or Committee, recreational program volunteer

5. Overriding Principles

It shall be the policy of the Township that goods and services offered by the municipality shall be provided in a manner that:

- Respects the dignity and independence of persons with disability;
- Shall be integrated with others, unless an alternate measure is necessary, whether temporarily or permanently, to enable persons with a disability to obtain or benefit from the goods or service;
- Persons with a disability shall be given equal opportunity to obtain, use and benefit from the goods and services; and,
- When communicating with a person with a disability, a provider shall do so in a manner that takes into account the person’s disability.

6. Policy

Section 1: General

6.1 Establishment of Accessibility Policies

The Township will develop, implement, and maintain policies governing how it achieves or will achieve accessibility through meeting the requirements referred to in I.A.S.R. The policies will include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner. The policies will be posted on the Township’s website.

6.2 Accessibility Plans

The Township will establish, implement, maintain, and document a multi-year accessibility plan that outlines the Township’s strategy to prevent and remove barriers through meeting the requirements under the I.A.S.R.

The multi-year accessibility plan will be:

- Posted on the Township’s website and be provided in an accessible format, upon request, as soon as it is practicable;
- Reviewed and updated at least once every five years; and

- Established, reviewed, and updated in consultation with persons with disabilities and the Scugog Accessibility Advisory Committee (S.A.A.C.).

The Township will:

- Prepare an annual status report on the progress of measures taken to implement the multi-year accessibility plan; and
- Post the status report on its website and provide the report in an accessible format upon request, as soon as it is practicable.

6.3 Procuring or Acquiring Goods, Service and Facilities

The Township will incorporate accessible design, criteria and features when procuring or acquiring goods, services, or facilities, except where it is not practicable to do so as per the Township of Scugog's Procurement By-law and supporting guidelines and policies. If it is not practicable to do so, the Township shall provide an explanation upon request.

6.4 Training

6.4.1 The Township will ensure that training is provided based on the requirements of the A.O.D.A, I.A.S.R. and on the *Human Rights Code* as it pertains to persons with disabilities to the following:

- a) Members of Council;
- b) All employees, and volunteers;
- c) All persons who participate in developing the organization's policies; and
- d) All other persons who provide goods, services, or facilities on behalf of the organization.

6.4.2 The Township will modify the training for different employees to ensure it is appropriate to their duties.

6.4.3 The Township will ensure that every person referred to in subsection 6.4.1, is trained as soon as practical. Employees will be trained as part of their employee orientation and volunteers will be required to complete the training as soon as they begin volunteering with the Township.

6.4.4 The Township will provide training in respect of any changes to the Township's accessibility policies through a memorandum to those affected persons and, where deemed appropriate, through the annual Township staff training.

6.4.5 The Township will keep records of all training provided to employees, including the dates of the training and the number of individuals to whom training was provided.

Section 2: Information and Communication Standards

6.5 Feedback

The Township is committed to providing a high quality of customer service as per the Township of Scugog's Accessible Customer Service Policy. The Township will ensure that the processes for receiving and responding to feedback area accessible to persons with disabilities. Upon request, the municipality will provide or arrange for accessible formats and communications supports.

6.6 Accessible Formats and Communication Supports

The Township will, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities as contained in the Alternate Format's Policy.

6.7 Emergency Procedure, Plans and Public Safety Information

The Township will provide, upon request, the emergency procedures, plans and public safety information in an accessible format or with appropriate communication supports, as soon as practicable.

6.8 Accessible Websites and Web Content

The Township of Scugog shall ensure that its internet website(s) and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA in accordance with the schedule set out in Sec. 14 of *Ontario Regulation 191/11 Integrated Accessibility Standards Regulation*, with the exception of Captions (live) and Audio Descriptions (Pre-recorded), by January 1, 2021.

Each department shall have a staff member assigned to assist with monitoring accessible documents posted in their department's sections of the website and the Corporate Services Department will oversee and coordinate education resources and training opportunities for staff.

Section 3: Employment Standards

6.9 Employment

6.7.1 The Township of Scugog Employment Accommodation Policy outlines the Township of Scugog's commitment to accessible employment through aspects of the employment life cycle as per the requirements of Section 3: Employment Standards of the *Integrated Accessibility Standards (I.A.S.R.) Ontario regulation 191/11*.

Section 4: Transportation Standards

6.10 Duties of Township Taxis

- 6.8.1 The Township will consult with the Scugog Accessibility Advisory Committee, the public and persons with disabilities, to determine the proportion of on-demand accessible taxicabs required. The Township will identify progress made toward meeting the need for on-demand accessible taxis.
- 6.8.2 The Township, when licensing taxicabs, 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 disabilities for the same trip and from charging a fee for the storage of mobility aids or mobility assistive devices.
- 6.8.3 In addition, the Township will ensure that vehicle registration and identification information is available in an accessible format to persons with disabilities who are passengers, and that this information is placed on the rear bumper of the taxicab.

Section 5: Design of Public Spaces

6.11 Designing Public Spaces

- 6.11.1 The Township of Scugog is committed to designing public spaces that are free from barriers and accessible to all persons we serve and will comply with the Design of Public Spaces Standards with respect to accessibility features when building new or making planned significant alterations to existing Township-controlled public spaces including:
- Recreational trails and beach access routes
 - Outdoor public use eating areas
 - Outdoor play spaces
 - Exterior paths or travel
 - Accessible parking
 - Obtaining services
- 6.11.2 The Accessibility Advisory Committee and Accessibility Coordinator shall be consulted on any Township of Scugog facility/property design, renovation, or retrofit project.
- 6.11.3 Procedures are put in place, when possible, to prevent service disruptions to the accessible parts of our public spaces.

Section 5.2: Customer Service Standard

6.12 Accessible Customer Service

6.5.1 Accessible Customer Service will be delivered in accordance with the Township of Scugog's Accessible Customer Service Standard Policy as per the requirements of Section 5.2: Customer Service Standards of the *Integrated Accessibility Standards (I.A.S.R.) Ontario regulation 191/11*.

7. References

- Township of Scugog Employment Accommodation Policy
- Township of Scugog Alternate Formats Policy
- Township of Scugog Accessible Customer Service Standard
- Township of Scugog Accessible Procurement By-law No. ___
- [Accessibility for Ontarians with Disabilities Act](#), 2005
- *Integrated Accessibility Standards (I.A.S.R.) Ontario regulation 191/11*
- Accessibility Annual Reports and Multi-year Accessibility Plan
- [Ontario Human Rights Code](#)
- [Ontarians with Disabilities Act](#), 2001