



Township of Scugog  
Policies and Procedures

**Integrated Accessibility Standards**

Effective: July 1, 2011

<p><b>Purpose</b></p>	<p>Under the Accessibility for Ontarians with Disabilities Act, 2005, all municipalities must meet the requirements of accessibility standards established by regulation.</p> <p>This policy establishes the Integrated Accessibility Standards, in the areas of Information &amp; Communications, Employment, and Transportation for the Township of Scugog 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".</p> <p>The Regulation came into force July 1, 2011.</p>
<p><b>Scope and Responsibilities</b></p>	<p>Each of the standards is designed to detail the measures, policies, practices and other steps needed to identify, remove and prevent barriers for people with disabilities, addressing the needs of people with a wide range of disabilities, including physical, sensory, hearing, mental health, developmental and learning disabilities. The legislation requires:</p> <ul style="list-style-type: none"> <li>• Policies and procedures to establish, maintain and implement policies governing the implementation of the accessibility standards, which shall include a description of how the organization will meet the requirements of the accessibility standards and a statement of commitment for meeting the needs of persons with disabilities in a timely manner;</li> </ul>

	<ul style="list-style-type: none"> <li>• The establishment, implementation, maintenance and documentation of a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meets its requirements under this Regulation;</li> <li>• The incorporation of accessibility criteria and features when procuring or acquiring goods, services or facilities;</li> <li>• The incorporation of accessibility features when designing, procuring or acquiring self-service kiosks;</li> <li>• Training;</li> <li>• The specific requirements under the Information and Communication Standards and Employment Standards.</li> </ul>
<p><b>Policy Statement</b></p>	<p>The Township of Scugog shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the requirements outlined in the Integrated Accessibility Regulation. These efforts will improve accessibility within Township programs and services, and</p> <ul style="list-style-type: none"> <li>• Benefit Ontarians by “developing, implementing, and enforcing accessibility standards to achieve accessibility for people with disabilities in goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025, and</li> <li>• Provide for the involvement of people with disabilities, the Government of Ontario and representatives of economic sectors and industries in the process of developing accessibility.</li> </ul> <p>The Township of Scugog is guided by the core principles of independence, dignity, integration and equality of opportunity, and supports the full inclusion of persons as set out in the Canadian Charter of Rights and Freedoms, the Ontarians with Disabilities Act (ODA) 2001, and the Accessibility for Ontarians with Disabilities Act (AODA) 2005.</p>

## 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; (“format accessible”);

**“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.

**“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, or similar aid.

**“redeployment”** means the reassignment of employees to other departments or jobs within the Township of Scugog as an alternative to layoff, when a particular job or department has been eliminated.

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

<p><b>General Provisions</b></p>	<p>In addition to setting out the requirements for each of the three standards, the regulation includes general requirements that explains the relationship between the IASR and the Ontario Human Rights Code and harmonizes common requirements across the three standards to reduce burden and cost. The Township of Scugog will:</p> <ul style="list-style-type: none"> <li>• Develop policies to support each accessibility standard;</li> <li>• Train employees, volunteers, and persons who provide services on behalf of the Township of Scugog on the requirements of the IASR and the Human Rights Code that is appropriate to their duties;</li> <li>• Establish and maintain an accessibility plan outlining strategies to prevent and remove barriers;</li> <li>• Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where practicable.</li> </ul>
<p><b>Information and Communications Standard</b></p>	<p>The Township of Scugog will create, provide and receive information and communications in ways that are accessible for people with disabilities (e.g. Braille, large print and electronic formats that can be used by screen readers).</p> <p>It provides some exceptions, for example if the information is not controlled directly or indirectly, or if it is technically not feasible to provide an alternate format. Also, the Township is not required to have every format in stock, but rather have the means to provide the information as soon as possible, once the request has been made.</p> <p>The Township of Scugog has already given consideration to accessible information and communications to a limited degree through implementing the Customer Service Standard.</p>

### **Website Accessibility**

- Beginning January 1, 2012, new internet and intranet websites and web content on those sites must conform with WCAG 2.0 Level AA (excluding live captioning and audio description)
- By January 1, 2016, all internet websites and web content must conform with WCAG 2.0 Level AA (excluding live captioning and audio description)
- By January 1, 2020, all internet and intranet websites must conform with WCAG 2.0 Level AA

The Township of Scugog shall make their internet website and web content conform with the World Wide Web Consortium Web Content, initially at Level A, increasing to Level AA. Website content published on the website prior to 2012 must be available in an accessible format upon request.

### **Accessible Formats & Communication Supports**

The Township of Scugog will make reasonable efforts to ensure the provision of accessible formats and communication in supports for people with disabilities:

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

The Township of Scugog must notify the public about the availability of accessible formats and communication supports, and must consult with the person making the request to determine the best format to meet the individual's needs, but the final decision remains with the Township.

	<p><b><u>Feedback</u></b>  The Township of Scugog has processes 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 Township must notify the public about the availability of accessible formats and communication supports.</p> <p><b><u>Emergency Information</u></b>  The Township of Scugog will prepare emergency procedures, plans, or public safety information and make that information available to the public and provide the information in accessible format and with communication supports upon request.</p> <p><b><u>Education, Training, and Materials</u></b>  The Township of Scugog will provide, if notification of need is given, educational or training resources or materials in an accessible format that takes into account the person's disability.</p> <p><b><u>Public Libraries</u></b></p> <ul style="list-style-type: none"> <li>• Public libraries shall provide access to or arrange for the provision of access to accessible materials where they exist;</li> <li>• Public libraries shall make information about the availability of accessible materials publicly available;</li> <li>• Public library boards may provide accessible formats for archival materials, special collections and rare books.</li> </ul>
<p><b>Employment Standard</b></p>	<p>The Employment Standard builds upon the existing requirements under the Ontario Human Rights Code in relation to how to accommodate individuals with disabilities during the job application process and throughout the employment relationship.</p> <p>The requirements of the Employment Standard must be met by the Township of Scugog by January 1, 2014, unless otherwise specified.</p>

### **Recruitment**

The Township of Scugog shall insert in their job postings on the municipal website and as circulated the following:

“Accommodations are available, upon request, in the recruitment process for applicants with disabilities”.

The Township of Scugog shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process:

- 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 Township 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.

### **Employee Notifications**

The Township of Scugog 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.

### **Individual Accommodation Plans**

The Township of Scugog shall have in place a written process for the development of documented individual accommodation plans for employees with a disability 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;
- Township of Scugog may request an evaluation by outside medical or other expert, at the Township'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 a 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 Process**

The Township of Scugog 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 Township of Scugog will take to facilitate the return to work and include an individual accommodation plan.

**Performance Management, Career Development, Advancement, Redeployment**

The Township of Scugog 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.

**Accessible Formats and Communication Supports**

In addition and where an employee with a disability requests it, the Township of Scugog 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.

**Workplace Emergency Response Information**

The Township of Scugog 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 employee's consent, the Township of Scugog shall provide the workplace emergency information to the person designated by the Township of Scugog to provide assistance to the employee;
- As soon as practicable after becoming aware of the need for accommodation due to the employee's disability;

	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<p><b>Transportation Standard</b></p>	<p>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.</p> <p>The Township of Scugog will:</p> <ul style="list-style-type: none"> <li>• Consult with the municipal accessibility advisory committee, the public and persons with disabilities, in development of accessible design criteria in the construction, renovation, or replacement of bus stops/shelters, including steps to meet the goal of accessible stops/shelters;</li> <li>• Consult with the public to determine proportion of accessible taxicabs required in the community, including steps to meet the need;</li> <li>• Ensure taxicabs do not charge a higher fare or additional fee to persons with disabilities;</li> <li>• Ensure taxicabs do not charge a fee for stowage of assistive devices;</li> <li>• Ensure taxicabs have appropriate information displayed both the rear bumper and available in an accessible format to passengers.</li> </ul> <p>The Township of Scugog Accessibility Plan will include progress made by the municipality to meet the accessible taxi needs of the community and provide accessible bus stops/shelters.</p>
<p><b>Regulatory Requirements</b></p>	<p>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.</p>

	<p>Establishes an Administrative Monetary Penalties Program that prescribes the administrative penalties</p> <ul style="list-style-type: none"><li>• Use of administrative monetary penalties will be considered an avenue of last resort when all other compliance assistance and improvement options have been exhausted</li></ul> <p>Designates the License Appeal Tribunal (LAT) to hear appeals of Directors Orders under the AODA</p> <ul style="list-style-type: none"><li>• The LAT will hear appeals from organizations of director's orders, but not individual complaints. Individuals who feel their human rights have not been met would continue to complain to the Ontario Human Rights Commission</li></ul>
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**Proposed Compliance Timelines for all requirements are attached**