



TOWNSHIP OF WELLESLEY

POLICY

POLICY NUMBER:

SUBJECT AREA:

SUBJECT MATTER:

DATE OF COUNCIL MEETING: December 17, 2013

MOTION NUMBER:

POLICY: Integrated Accessibility Standard

STATEMENT OF ORGANIZATIONAL COMMITMENT

The Corporation of the Township of Wellesley is committed to promoting dignity, independence, integration and equality of opportunity to persons with disabilities. The Township of Wellesley 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.

BACKGROUND

The Accessibility for Ontarians with Disabilities Act (AODA), 2005 is a Provincial Act with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

Under the AODA, 2005 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:

1. General
2. Customer Service
3. Information and Communications
4. Employment
5. Transportation - *not applicable to the Township*

The municipality shall focus on the four key areas that will be the channel for change in the near future and lead to long-lasting change.

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.

1. GENERAL REQUIREMENTS

Establishment of Policies, Procedures and Best Practices

The Township of Wellesley shall develop, implement and maintain policies governing how it achieves, or will achieve accessibility through meeting the requirements referred to in the Regulation. Specifically, all policies shall include a corporate commitment for meeting the accessibility needs of persons with disabilities in a timely manner.

To fulfill the requirements set out in the policy, standard operating procedures/processes will be developed or amended accordingly.

These documents, where appropriate, will be made available to the public and provided in an accessible format upon request.

Accessibility Plans

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

The plan shall be reviewed by the Township's Accessibility Advisory Committee for input and formally adopted by Township Council.

- An annual status report on the progress of measures taken to implement the strategy will be posted on the website and in alternate formats upon request.
- The plan is posted on the Township's website and will be provided in alternate formats upon request; and
- The plan will be reviewed and updated at least once every five years.

Procurement or acquiring goods, services or facilities

The Township of Wellesley shall have regard for 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 required, an explanation will be provided.)

Self Service Kiosks

The Township of Wellesley shall have regard for accessibility features when designing, procuring or acquiring self-service kiosks. Accessibility features may include, but are not limited to:

- Braille and or tactile buttons and numbers
- An earphone plug-in for audio commands
- Large screen displays
- Adequate clearance for a wheelchair or scooter under the kiosk.

Training - Requirements of this Standard & Ontario Human Rights Code

The Township of Wellesley shall ensure that training is provided to all employees on the requirements of the accessibility standards referred to in the Regulation and on the Human Rights Code as it pertains to persons with disabilities. 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.

Training of our employees and volunteers on accessibility relates to their specific roles. Training includes:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities.
- what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

The Township shall maintain a record of dates when training is provided and the number of individuals to whom it was provided.

2. INFORMATION AND COMMUNICATIONS REQUIREMENTS

Feedback

The Township of Wellesley shall ensure that its process for receiving and addressing feedback is accessible for persons with disabilities by providing, or arranging for the provision of any document related to this service in an accessible format and communication supports, upon request.

Feedback regarding the way the Township of Wellesley provides goods and services to people with disabilities can be made by using a feedback form, by mail, e-mail, or verbally. Customers can expect a response within thirty (30) days.

The Township shall consult with the person making the request in determining the suitability of an accessible format or communication support. This shall be done in a timely fashion and the Township shall not charge a cost that is more than the regular cost charged to other persons.

Accessible Formats and Communication Supports

The Township of Wellesley shall provide or arrange for the provision of its documents in an accessible format and communication support

- Upon request, in a timely manner, that takes into account the persons accessibility needs due to a disability;
- Consulting the person directly making the request to determine the suitability of an accessible format or communication support; and
- At a cost that is not more than the regular cost charged to other persons.

The Township shall notify the public about the availability of accessible formats and communication supports.

Emergency Procedure, Plans or Public Safety Information

Where the Township of Wellesley prepares emergency procedures, plans or public safety information and makes that information available to the public, that information will be in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Accessible Websites and Web Content

The Township has made its website and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AAA.

3. EMPLOYMENT STANDARDS

Recruitment

The Township of Wellesley shall notify its employees and the public about the availability of accommodation for applicants with disabilities during:

- The recruitment process;
- The selection process; and

- When making an offer of employment.

If an accommodation request is received, the Township will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

Informing Employees of Support

The Township shall inform its employees of its policies and procedures 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.

Accessible Formats and Communication Supports for Employees

Upon request, the Township of Wellesley shall consult with the employee with a disability 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 and information that is generally available to employees in the workplace.

Workplace Emergency Response Information

The Township of Wellesley shall provide individual workplace emergency response information to employees who have a disability, if the disability is such that individualized information is necessary and the Township is aware of the need for accommodation due to the employee's disability.

Individualized Accommodations Plans

The Township of Wellesley shall establish a written process for the development of individualized accommodation plans for employees with disabilities.

Return to Work Process

The Township of Wellesley has developed a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Performance Management

The Township of Wellesley shall take into account the accommodation needs and/or individual accommodation plans of employees when:

- Using performance management process
- Providing career development and advancement information

- Using redeployment procedures

Performance management refers to the activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.

Career development and advancement includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization and is usually based on merit or seniority.

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 by the organization.

4. TRANSPORTATION

At this time, the Transportation Standard component of the Integrated Accessibility Standards does not apply to the Township of Wellesley.