



The Corporation of the Township of Chapple

Council Policy

Policy No. 28	Department: Administration
Subject: Accessibility Policy	Effective Date: April 13, 2010
Approved By: Bylaw	Pages: 1 of 8
Replacing/Amending: Amending	Date: November 13, 2018

POLICY STATEMENT

It is the policy of the Corporation of the Township of Chapple that all people achieve accessibility, consistent with the principles of independence, dignity, integration and equality of opportunity as set out in the Accessibility for Ontarians with Disabilities Act (ADOA) and the Ontario Human Rights Code.

PURPOSE

This Policy is intended to provide the overarching framework to guide the review and development of other policies, standards, procedures, By-laws and guidelines of the Corporation of the Township of Chapple (Township) in order to comply with the standards established by O. Reg. 191/11 and all other regulations pursuant to this Act.

APPLICATION

This Policy applies to all Township employees, volunteers and to third parties who provide services or facilities to the public on behalf of the Township and who develop policies on behalf of the Township.

PRINCIPLES

The Corporation of the Township of Chapple:

- Is committed to treating all people in a way that allows them to maintain their dignity and independence
- Believes in inclusion and equal opportunity
- Is committed to meeting the needs of people with disabilities in a timely manner
- Is committed to preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

GENERAL REQUIREMENTS

The Corporation of the Township of Chapple is a designated small public sector organization under the AODA and is committed to meeting the accessibility needs of people with disabilities.

ACCESSIBILITY PLANS AND POLICIES

The Township shall produce an Accessibility Plan. The Accessibility Plan will be:

- Reviewed and updated at least every five years
- Reviewed when an accessibility issue is identified by public feedback with the goal of adjusting the Plan to mitigate the

accessibility issue identified

The Township Administration will review the Plan regularly to ensure that it continues to meet the requirements of the AODA and to ensure that barrier-prevention strategies are implemented effectively.

An annual status report on identified barriers to accessibility shall be provided to the Council for the Corporation of the Township of Chapple.

PROCUREMENT

When procuring goods or services the Township shall incorporate accessibility criteria and features unless it is not feasible or practicable. If not practicable the Township shall provide an explanation upon request.

TRAINING

All Township employees, volunteers and third parties providing goods and services to the members of the public on behalf of the Township, as well as those who develop the policies, practices and procedures governing the provision of goods or services to member of the public or other third parties will receive accessibility training.

This training shall include:

- A review of the purposes of the AODA and requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07)
- A review of the requirements of the accessibility standards referred to in the AODA Integrated Accessibility Standards (Ontario Regulation 191/11) and on the Human Rights Code as it pertains to persons with Disabilities.

The training provided shall be appropriate to the duties of the employee, volunteer or third party.

Training shall take place as soon as is practical and upon completion, the Township shall keep a record of the training provided including the dates on which accessibility training took place.

Training will be on-going whenever there are changes to: the customer service policy; the AODA Integrated Accessibility Standards (Ontario Regulation 191/11); and on the Human Rights Code as it pertains to persons with Disabilities.

INFORMATION AND COMMUNICATIONS

Accessible Formats and Communication Supports

Except as otherwise provided by the AODA, the Township shall, upon request, and in consultation with the person making the request, provide or make arrangements to provide accessible formats and communication supports for persons with disabilities. Accessible formats and communication supports shall be provided in a timely manner, taking into account the person's accessibility needs and at a cost that is no more than the regular cost charged to other persons.

Websites and Web Content

Internet websites and web content controlled directly by the Township will conform to the World Wide Web Content Accessibility Guidelines (WCAG) 2.0 in accordance with the schedule set out in the Information and Communication Standards of the Integrated Accessibility Standards Regulation (IASR).

EMPLOYMENT

The Corporation of the Township of Chapple is committed to creating an inclusive work environment for all and providing accessibility for people with disabilities throughout the employment life cycle in accordance with the requirements and timelines set out in the Employment Standards of the integrated Accessibility Standards Regulation and existing requirements under the Ontario Human Rights Code.

Part III of O. Reg. 191/11, *Employment Standards*, requires that all obligated organizations shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process. If a selected applicant requests accommodation, the Township shall 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. Successful applicants shall be notified of the Township's policies for accommodating employees with disabilities.

The Corporation of the Township of Chapple shall inform its employees of its policies used to support its employees with disabilities, including job accommodations. The Township shall provide such information to its employees as soon as practicable after they are employed and the Township shall provide updated information to employees whenever there is a change to existing policies.

TRANSPORTATION

The Corporation of the Township of Chapple does not provide public transportation or transit in any form.

BUILT ENVIRONMENT

The Corporation of the Township of Chapple shall comply with the AODA Design of Public Spaces Standards (Accessibility Standards for the Built Environment) when undertaking new construction and redevelopment of public spaces in the following areas:

- Outdoor public use eating areas
- Outdoor play spaces
- Exterior paths of travel
- Accessible parking
- Obtaining services
- Maintenance of accessible elements

The Corporation of the Township of Chapple currently maintains an accessible public community centre, municipal office, and municipal recreation grounds, with public accessible parking. Exterior paths of travel to these public spaces are accessible. An accessible washroom is available.

The Corporation of the Township of Chapple has a public outdoor play space that is accessible to the public.

Accessible services will be supplied upon request.

This policy does not apply to construction that is external to the Township for which the Township has provided a permit, however compliance to the AODA Built Environment Standards should be encouraged.

The Township shall ensure adherence to the AODA Built Environment Standards.

CUSTOMER SERVICE STANDARD

The Corporation of the Township of Chapple is committed to providing the provision of excellent customer service. The following supports have already been implemented as of January 2010:

Guide Dogs, Service Animals

If a person with a disability is accompanied by a guide dog or other service animal, the Township will permit the person to enter the premises with the animal and keep it with him or her, unless the animal is otherwise excluded by law from the premises. If the service animal or guide dog is excluded by law from the premises, the Township will look to other available measures to enable the person with the disability to obtain, use or benefit from the Township's goods and services. Currently guide dogs or service animals would be excluded only from the kitchen area of the community centre as per Health Unit regulations. As the kitchen connects to the main hall, a person could have the service animal near the kitchen but not in the kitchen.

Support Persons

If a person with a disability is accompanied by a support person, they are permitted to enter the premises together and are not prevented from having access to each other while on the premises. The Township may require a person with a disability to be accompanied by a support person while on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises. Where fees for goods and services are advertised or promoted by the Township. It will provide advance notice of the amount payable, if any, in respect of the support person.

Disruption of Services

If there is a temporary disruption in a particular facility or service used to allow a person with a disability to access goods or services, the Township will give notice of the disruption to the public.

Assistive Devices

If a person with a disability requires assistive devices to access goods or services of the Township they are allowed to use such devices.

Accessibility Feedback

The Corporation of the Township of Chapple has an accessible feedback process. Feedback on how services are delivered to people with disabilities shall be invited, forwarded to the appropriate personnel, responded to, documented and tracked. Feedback can be provided in multiple formats including in person, by mail, phone, email and TTY.

NON-COMPLIANCE

Failure to comply with the AODA regulations can result in administrative penalties as defined in Part V: Compliance of the Integrated Accessibility Standards, Ontario Regulation 191/11. Employees who fail to comply with this Policy may be subject to discipline as per internal discipline policies up to and including dismissal.