

# TOWNSHIP OF BONNECHERE VALLEY



## Five Year Accessibility Compliance Plan

2012 - 2017

## PURPOSE

This policy is intended to provide the overarching framework to guide the review and development of the Township of Bonnechere Valley policies, standards, procedures, By-laws and guidelines to comply with the Integrated Accessibility Standards Regulation (Ontario Regulation 191 / 11 ) developed under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, C11 (the AODA).

Under the *Accessibility for Ontarians with Disabilities Act, 2005* all public and private sector organizations must meet the requirements of accessibility standards established by the regulation. This policy establishes the Integrated Accessibility Standards in the areas of Information and Communication, Employment standards and Transportation for the Municipality in accordance with the regulation.

This Policy and its related Procedures facilitate the identification, removal, and prevention of barriers to people

## POLICY STATEMENT AND ORGANIZATIONAL COMMITMENT

The Township of Bonnechere Valley is committed and guided by the four core values of Teamwork, Respect, Integrity and Pride and supports the full inclusion of persons as set out in the *Canadian Charter of Rights and Freedoms*, and the *Accessibility for Ontarians with Disabilities Act, 2005*.

The Municipality shall ensure that we meet the needs of people with disabilities, in a timely manner to ensure that this policy meets the needs of persons with disabilities throughout the implementation of this policy.

## APPLICATION

This Policy and its related procedures apply to all Municipality employees, volunteers, and to any individual or organization that provides goods, services or facilities to the public or other third parties on behalf of the Municipality, in accordance with the legislation.

## DEFINITIONS

In this policy, these terms have the following meanings.

- a) **“Accessible Formats”** includes, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities;
- b) **“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 needs;
- c) **“Communication Supports”** includes, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications;
- d) **“Disability”** means
  - i) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness
  - ii) A condition of mental impairment or a development disability;
  - iii) A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
  - iv) A mental disorder; or
  - v) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.
- e) **“Information”** includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning;
- f) **“Municipality”** means the Corporation of the Township of Bonnechere Valley;

## **5.0 GENERAL PROVISIONS**

### **5.1 Accessibility Plan**

In accordance with the requirements of the regulation the Township of Bonnechere Valley shall prepare a multi-year Accessibility Plan which will outline a phased-in strategy to prevent and remove barriers and addresses the current and future requirements of the AODA. The Municipality will report annually on the progress and implementation of the plan, post the information on the Municipal website and will provide it in accessible formats upon request. The plan will be reviewed and updated at least once every five years.

### **5.2 Procurement**

When procuring goods, services or facilities, the Municipality shall incorporate accessibility criteria and features, unless it is not feasible or practicable as the circumstances warrant. If not practicable, the Municipality shall provide an explanation, upon request.

### **5.3 Training**

All Municipality employees, volunteers and third parties providing goods and services on the Municipality's behalf shall be required to undergo training on the requirements of the AODA accessibility standards and on the Human Rights Code as it pertains to persons with disabilities. Training will be developed and implemented in 2014. The training provided shall be appropriate to the duties of the employee, volunteer or third party. Training shall take place as soon as it is practicable and upon completion, the Municipality shall keep a record of the training provided including the dates on which accessibility training took place.

## **6.0 INFORMATION AND COMMUNICATION STANDARD**

### **6.1 Feedback on Municipality Services**

The Municipality has established a process for receiving and responding to feedback on the manner in which the Municipality provides goods and services to persons with disabilities and will ensure that these processes are provided in accessible formats and with communication supports upon request. Members of the public may provide feedback through the Municipality's website, through the email address, by written letter, by telephone at 613-628-3101 or in person.

### **6.2 Accessible Formats and Communication Supports**

Except as otherwise provided by the AODA, the Township of Bonnechere Valley 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 reasonable cost.

This does not apply to products and product labels, unconvertible information or communications and information that the Municipality does not control directly or indirectly through a contractual relationship. If it is determined that information or communications are unconvertible, the department shall provide the person requesting the information or communication with:

- a) An explanation as to why the information or communication is unconvertible;
- b) A summary of the unconvertible information or communications

### **6.3 Emergency Information**

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

### **6.4 Website Accessibility**

The Township of Bonnechere Valley shall make their internet website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 initially at Level A and increasing to Level AA. By January 1, 2014, any new web content will conform to WCAG 2.0 Level A. By January 1, 2021 all internet website and web content will conform to WCAG 2.0 Level AA.

## **7.0 EMPLOYMENT STANDARD**

The Employment Standard builds upon the existing requirements under the *Ontario Human Rights Code* in relation to how to accommodate individuals with disabilities throughout the job application process and the employment relationship. It applies in respect to employees and does not apply to volunteers and other non-paid individuals.

The requirements of the Employment Standard shall be met by the Municipality by January 1, 2014 unless otherwise specified.

### **7.1 Recruitment**

The Municipality shall notify employees and the public about the availability of accommodations for applicants with disabilities:

- ❖ 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 Municipality 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

### **7.2 Employee Supports**

The Municipality will inform employees of the policies used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. The Municipality will provide this information to new employees as soon as practicable after they begin their employment and provide updated information to all employees whenever there is a change to existing policies on the provision of job accommodation that takes into account an employee's accessibility needs due to disability.

### **7.3 Accessible Formats and Communication Supports for Employees**

In addition and where an employee with a disability requests it, the Municipality 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 n support.

### **7.4 Workplace Emergency Response Information**

If an employee's disability is such that workplace emergency response information is necessary and the Municipality is aware of the need for accommodation, this information shall be provided to employees. In addition, this information shall be provided, with the employee's consent, to the person designated to provide assistance. The information shall undergo review when the employee moves to a different location, when the employee's overall accommodation needs or plans are reviewed and when the Municipality reviews its general emergency response plan.

### **7.5 Documented Individual Accommodation Plan**

A written process for the development and maintenance of documented individual accommodation plans shall be developed for employees with disabilities. If requested, these plans shall include information regarding accessible formats and communication supports. If requested, the plans shall include individualized workplace emergency response information.

### **7.6 Return to Work Process**

The Municipality shall have in place a documented return to work process for employees returning to work due to disability and requiring disability-related accommodations. This return to work process shall outline the steps that the Municipality shall take to facilitate the return to work.

### **7.7 Performance Management and Career Development and Redeployment**

The Municipality shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans when providing career development, performance management and when considering redeployment.

### **8.0 Transportation Standard**

The Transportation Standard is not applicable to the Township of Bonnechere Valley at this time. The Municipality does not currently licence or provide for public transportation.

### **9.0 REVIEW PERIOD**

This policy shall be reviewed annually and will be revised in light of any legislative or organizational changes.

### **10.0 REGULATORY REQUIREMENTS**

An Administrative Monetary Penalties scheme is being established under the AODA. The scheme will allow the Accessibility Directorate 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 standard.