

**THE CORPORATION OF THE
TOWNSHIP OF HORNEPAYNE ACCESSIBILITY POLICY**

1. Policy Statement:

This document outlines the policies and actions that the Township of Hornepayne will put in place to improve opportunities for people with disabilities and is intended to meet the requirements of the Accessibility for Ontarians with Disabilities Act (AODA), 2005.

2. Definitions:

"Accessible formats" shall refer to formats that are an alternative to standard print and are accessible to people with disabilities. Accessible formats may include large print, braille, and audio/video electronic formats such as DVDs, CDs.

"AODA" shall refer to the Accessibility for Ontarians with Disability Act, 2005.

"CAO/Clerk" shall refer to the Chief Administrative Officer/Clerk of the Township of Hornepayne.

"Career Redevelopment 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 an organization, or any combination thereof, and, for both additional responsibilities and employee movement, is usually based on merit, seniority, or combination thereof.

"Communication Supports" shall refer to supports that individuals with disabilities may require to access information such as plain language formats, sign language, reading out loud, captioning, or using written notes to communicate effectively.

"Council" shall refer to elected members of Municipal Council of the Corporation of the Township of Hornepayne.

"IASR" shall refer to the Integrated Accessibility Standards Regulation.

"Municipal Employees" shall mean all employees either volunteer, casual, part-time or full-time, hired and/or appointed by Council for The Corporation of the Township of Hornepayne.

"ODA" shall refer to the Ontarians with Disabilities Act, 2001.

"OHRC" shall refer to the Ontario Human Rights Code.

"Performance Management" shall mean activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.

"Township" shall refer to the Corporation of the Township of Hornepayne.

3. General Standards

The Township of Hornepayne is a designated public-sector organization under Section 2 of O. Reg. 191/11: Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and, as such, is committed to meeting the accessibility needs of people with disabilities.

4. Statement of Commitment

The Township of Hornepayne is committed to providing people with disabilities the same opportunity to benefit from all the services, programs, goods and facilities provided by the Township, in the same place, and in an equitable manner as others in order that their independence and dignity may be maintained. This commitment extends to residents, visitors and employees with visible or non-visible, permanent or temporary disabilities.

The Township believes in providing equal opportunity and is committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting the accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

5. Employment Standards

The Township of Hornepayne will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

A. Recruitment, Assessment or Selection Process

- i) During the recruitment process, the Township shall notify job applicants selected to participate in an assessment or selection process that accommodations are available upon request relating to the materials or processes to be used.
- ii) If a selected applicant requests accommodation, the Township will consult with the applicant and provide, or arrange for the provision of, suitable accommodation in a manner that takes into account the applicant's accessibility needs relating to his or her disability.

B. Notice to Successful Applicants

When making offers of employment, the Township will notify the successful applicant of its policies for accommodating applicants with disabilities.

C. Employee Support

- i) The Township will inform employees of the policies used to support employees with disabilities, including policies on the provision of job accommodation(s) that take into account an employee's accessibility needs due to disability.
- ii) The Township 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 accommodations that take into account an employee's accessibility needs due to disability.

D. Accessible Formats and Communication Supports for Employee

- i) Upon an employee's request, the Township shall consult with the employee to provide, or arrange for, the provision of accessible formats and communication supports for:

- Information required in order to perform the employee's job; and,
 - Information that is generally available to employees in the workplace.
- ii) The Township will consult with the employee making the request to determine the suitability of an accessible format or communication support.

E. Workplace Emergency Response

- i) The Township of Hornepayne will provide individualized workplace emergency response information to employees who have a disability:
- if the disability is such that the individualized information is necessary; and,
 - if the Township is aware of the need for accommodation;
- ii) The Township will provide this information as soon as practicable after becoming aware of the need for accommodation;
- iii) Where an employee requires assistance, the Township will, with the consent of the employee, provide the workplace emergency response information to the person designated by the Township to provide assistance to the employee;
- iv) The Township will review individualized workplace emergency response information when;
- An employee with a disability moves to a different location in the organization;
 - when an employee's overall accommodation needs or plans are reviewed or required; or,
 - when the Township reviews its general emergency response policies.

F. Documented Individual Accommodation Plans

- i) The Township of Hornepayne shall maintain a written process for the development of documented individual accommodation plans for employees with disabilities;
- ii) If requested, these plans shall include information regarding accessible formats and communication supports;
- iii) If requested, the plans shall include individualized workplace emergency response information;
- iv) In addition, the plans shall identify any other accommodation that is to be provided.

G. Return to Work Process

- i) The Township of Hornepayne 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 Township shall take to facilitate the return to work.
- ii) This return to work process will not replace or override any other return to work process created by or under any other statute.

H. Performance Management, Career Development and Redeployment
The Township shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans when providing career development, conducting performance management and considering redeployment.

6. Training

In compliance with the AODA all Township employees, volunteers and third parties providing goods and services to members of the public on the Township's behalf, as well as those who develop the policies, practices and procedures governing the provision of goods or services to members of the public or other third parties, shall receive accessibility training on an ongoing basis.

A. This training shall include:

- i) The purposes of the AODA and the requirements of the Integrated Accessibility Standards Regulation IASR (Ontario Regulation 191/11);
- ii) How to interact and communicate with persons with disabilities in a manner that takes into account his or her disability;
- iii) How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- iv) How to use equipment or devices available that may help with the provisions of goods and/or services;
- v) What to do if a person with a particular type of disability is having difficulty accessing goods and/or services;
- vi) A review of the requirements of other Accessibility Standards referred to in the AODA IASR and the Human Rights Code as it pertains to persons with disabilities;
- vii) Review of other applicable Township policies, practices, and procedures pertaining to providing accessible customer service to persons with disabilities;
- viii) Workplace emergency response information;
- ix) Return to work process; and,
- x) Recruitment, including how to accommodate the candidates and associates with disabilities during the hiring process and employment.

B. Training shall take place as soon as is practicable or within the first month of employment as part of Township orientation training for new staff.

- C. The training provided shall be appropriate to the duties of the employee, volunteer or third party and ongoing training will be provided to all staff with respect to any changes to the policies, practices and procedures of the Township.
- D. The Township shall keep a record of the training provided, including the dates on which accessibility training took place.

7. Customer Service Standards

The Township of Hornepayne shall ensure that the Accessibility Standards for Customer Service under the AODA are met when providing services to persons with disabilities under the following areas:

A. Use of Assistive Devices, Service Animals and Support Persons

According to the AODA, an animal is a service animal for a person with a disability if:

- The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
 - The person provides documentation from a regulated health professional confirming that the person requires the animal for reasons relating to the disability.
- i) All Township employees, volunteers and third-party contractors shall accommodate the use of personal assistive devices including, but not limited to, wheelchairs, canes, walkers, scooters and Braille display boards;
 - ii) Persons with disabilities, accompanied by a guide dog or other service animal and accessing goods, services or facilities that are provided to members of the public or other third parties at premises owned or operated by the Township, shall be permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded, by law, from the premises;

- iii) If a service animal is excluded, by law, from the premises, the Township shall ensure that other measures are available to enable a person with a disability to obtain, use or benefit from the provider's goods, services or facilities;
- iv) Where a person with a disability is accompanied by a support person, Township staff, volunteers and third-party contractors shall ensure that both persons are permitted to enter the premises together and shall ensure that the person with a disability can access the support person while on the premises.

B. Notice of Service Disruption

- i) In the event that there is a temporary service disruption in the availability of facilities, services or goods used by persons with disabilities, the Township shall ensure to give notice to the public of the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that are available; and,
- ii) Such notices shall be given by posting the information in a conspicuous place on premises owned or operated by the Township, by posting it on the Township's website, on any public notice board, or by such other method as is reasonable under the circumstances.

8. Information and Communication Standards

A. Communication:

The Township shall communicate with people with disabilities in ways that take into account their disability and shall train staff who communicates with customers on how to interact and communicate with people with various types of disabilities.

B. Accessible Websites and Web Content:

The Township of Hornepayne shall ensure that its websites and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A and AA in accordance with the schedule set out in the AODA Integrated Accessibility Standards. (O. Reg. 191/11, s. 14 (2)).

9. Format of Documents

The Township shall, upon request, provide alternate copies of documents to a person with a disability in a format that takes into account the person's disability.

10. Design of Public Spaces Standards

A. The Township of Hornepayne shall comply with the Design of Public Spaces Standards as set out under Section 80 of the AODA when undertaking new construction or redevelopment of public spaces in the following areas:

- Recreational trails and beach access routes;
- Outdoor public eating areas;
- Outdoor play spaces;
- Exterior paths of travel;
- Accessible parking;
- Obtaining services; and,
- Maintenance of accessible elements.

B. The Township shall continue to ensure that all accessibility design standards meet the requirements in the AODA.

11. Procurement or Acquisition of Goods, Services or Facilities

As per the requirements of Section 5 of the AODA the Township of Hornepayne will ensure that accessibility design, criteria and features will be incorporated when procuring goods, services or facilities when practicable. If not practicable, or in instances where a purchase of an item without accessible features is made, the Township shall provide an explanation, upon request.

12. Feedback Process

The ultimate goal of the Township of Hornepayne is to meet and surpass customer expectations while serving customers with disabilities. For any questions, concerns, suggestion or to request a copy of this policy, please contact the office of the CAO/Clerk of the Township of Hornepayne.

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Accessible formats of this document are available at no charge upon request.

