



POLICY

TITLE: Integrated Accessibility Standards Policy

NUMBER: CS-2012- 0005

CATEGORY: Corporate

DATE: November 12, 2012

REFERENCES AND RELATED DOCUMENTS:

- *Integrated Accessibility Standards*
- *Accessibility for Ontarians with Disabilities Act, 2005*
- *Ontario Regulation 191/11*

PURPOSE:

The purpose of this policy is to outline the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/11, which establishes the accessibility standards pertaining to Information and Communications, Employment and Transportation as well as the steps the Town of Halton Hills will take in order to comply with the requirements in a timely manner.

Legislative Authority

The Accessibility for Ontarians with Disabilities Act, 2005 (the Act) and specifically the Integrated Accessibility Standard, Ontario Regulation 191/11 (the Regulation) requires organizations to establish policies, practices, and procedures governing how the organization will achieve accessibility through meeting its requirements under the Regulation.

The requirements set out in this Regulation are not a replacement or a substitution for the requirements established under the *Human Rights Code*, nor do the standards limit any obligations owed to persons with disabilities under any other legislation.

POLICY STATEMENT:

The Town of Halton Hills (hereinafter referred to as “the Town”) is committed to implementing, maintaining and enhancing accessibility in the areas of Information and Communication, Employment and Transportation for all persons with disabilities in a manner that:

- respects their dignity and independence;
- ensure reasonable efforts are made to provide an opportunity equal to that given to others; and
- allow persons with disabilities to benefit from the same service, in the same place, and in a similar way to others.

DEFINITIONS:

“**Accessible Formats**” may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by person with disabilities.

“**Accommodation**” means the special arrangement made or assistance provided so that person with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on 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 communication.

“**Communication**” means the interaction between two or more persons or entities, or any combination of the, where information is provided, sent or received.

“**Conversion Ready**” means an electronic or digital format that facilitates conversion into an accessible format.

“**Disability**” any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device, a condition of mental impairment or a developmental disability, a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language, a mental disorder, or an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

“Information” includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

“Internet Website” means a collection of related web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and is accessible to the public.

“Kiosk” means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.

“Medical Aid” means an assistive device which may include, but is not limited to, respirators and portable oxygen supplies.

“Mobile Aid” means a device used to facilitate the transport, in a seated posture, of a person with a disability. Examples included, but are not limited to, wheelchairs, scooters, and walkers.

“Mobility Assistive Aid” means a cane, walker, or similar aid.

“Specialized Transportation Service Provider” means a designated public sector transportation organization that provides specialized transportation services that operate solely with the Province of Ontario.

“Specialized Transportation Services” means a public passenger transportation services that,

- operate solely within the Province of Ontario
- are provided by a designated public sector transportation organization
- are designed to transport persons with disabilities

“Support Person” means, in relation to a person with a disability, another person who accompanies the person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

“Taxicab” means a motor vehicle as defined in the *Highway Traffic Act*, other than a car pool vehicle, having a seating capacity of not more than six persons, exclusive of the driver, hired for one specific trip for the transportation exclusively of one person or group of persons, one fare or charge only being collected or made for the trip and that is licensed as a taxicab by a municipality.

POLICY DETAILS:

General Requirements

1. Develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in the Regulation.
2. Establish, maintain, and update a multi-year accessibility plan at least every five years, outlining the Town's strategy to prevent and remove barriers for people with disabilities and prepare an annual status report on the plan.
3. Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.
4. Incorporate accessibility features when designing, procuring or acquiring self-service kiosks.
5. Provide training on the requirements of the Regulation and on the *Human Rights Code* as it pertains to persons with disabilities.

Information and Communication Standards Requirements:

Provide or arrange for the provision of accessible formats and communication support for persons with disabilities, upon request, including:

1. The processes for receiving and responding to feedback.
2. Information available to the public regarding emergency procedures, plans or public safety information.
3. Accessible websites and web content.
4. Provide access to or arrange for the provision of access to accessible materials where they exist (Public Libraries).

Employment Standards Requirements:

1. Recruitment process – notify employees and the public about the availability of accommodation for applicants with disabilities during the assessment or selection process.

2. Notify successful applicants of Town policies and any other additional supports pertaining to the accommodation of employees with disabilities.
3. Provide or arrange for the provision of accessible formats and communication job supports, upon request.
4. Provide individualized workplace emergency response information to employees who have a disability.
5. Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.
6. Develop and have in place a return to work process for employees who have been absent due to a disability and require disability-related accommodations in order to return to work.
7. Performance management – take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans.
8. Career development/advancement or redeployment – take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans.

Transportation Standards Requirements:

Taxicabs and ActiVan Services:

1. Consult with the Halton Hills Accessibility Advisory Committee to determine the proportion of on-demand accessible taxicabs required in the community.
2. Ensure higher fares for person with disabilities are not charged.
3. Place vehicle registration and identification information on the rear bumper of the taxicab and make the information available in alternative formats.
4. Identify the process for estimating the demand for specialized transportation services.
5. Make current information on accessibility equipment and features of vehicles, routes and services available to the public.
6. Take reasonable steps to accommodate persons with disabilities if the accessibility equipment on a vehicle is not functioning.

7. Conduct employee and volunteer accessibility training related to the standard's requirement and keep a record of the training.
8. Establish, implement, maintain and document emergency preparedness and response policies that provide for the safety of persons with disabilities.
9. A support person accompanying a person with a disability travels free of charge.

POLICY REVIEW:

The Integrated Accessible Standards Policy will be reviewed when additional accessibility related regulations are enacted by the Government of Ontario, or as required.

Failure to comply with this Policy or the requirements of the IASR could result in penalties as prescribed in Part V of the Integrated Accessibility Standards.