

Township of Selwyn Accessibility Plan

- **Integrated Accessibility Standards Policy**
- **Accessible Customer Service Standards Policy**



The Township of Selwyn recognizes that persons with disabilities should be provided with an equal opportunity to access goods and services, employment, transportation and information in a manner consistent with the principles of independence, dignity, integration and equality as stated in the regulations of the Accessibility for Ontarians with Disabilities Act.

Mailing Address
PO Box 270
Bridgenorth
Ontario K0L 1H0

Tel: 705 292 9507
Fax: 705 292 8964

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Subject: Integrated Accessibility Standards Policy	Effective Date: January 1, 2013
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Integrated Accessibility Standards Policy

1.0 Policy Statement

The Township of Selwyn recognizes that persons with disabilities should be provided with an equal opportunity to access goods and services, employment, transportation and information in a manner consistent with the principles of independence, dignity, integration and equality as stated in the regulations of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and the *Ontarians with Disabilities Act, 2001 (ODA)*.

2.0 Strategic Plan

The Township's Corporate Strategic Plan adopted by Council in 2012, states that excellence in governance and service delivery will be achieved in part by making accessibility a key component in the decision making process, and incorporating AODA and ODA legislation.

3.0 Purpose

The purpose of this policy is to fulfill the requirements as set out in Ontario Regulation 191/11 made under the AODA and other relevant sections of that Act as well as the *Ontarians with Disabilities Act, 2001* as it relates to the requirements for Accessibility Advisory Committees and their related functions.

The **AODA** provides for the establishment of accessibility standards. Accordingly, Ontario Regulation 191/11 (effective July 1, 2011), the Integrated Accessibility Standard (IASR), was enacted. Under this Regulation municipalities must establish *General* policies, procedures and practices as well as policies for *Specific Areas*, those being Information and Communication, Employment and Transportation. Ontario Regulation 413/12, an amendment to O. Reg. 191/11, the Design of Public Spaces Standard was enacted. Under this Regulation, municipalities must have regard for the design of public spaces that are newly constructed or redeveloped that take into account persons with disabilities.

The **ODA** is intended to improve opportunities for people with disabilities and to provide for the identification, removal and prevention of barriers. This is accomplished, in part, with input and consultation with persons with disabilities and the preparation of an accessibility plan.

4.0 Administration

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In support of this policy, procedures and practices may be established as necessary and appropriate in order to ensure that it is current and applicable. Such amendments or additions shall be approved by Resolution of Council and be coordinated with, and form part of this policy.

This policy becomes effective on January 1, 2013.

5.0 Definitions

- 5.1 “Accessible Formats”** may include, but are not limited to, large print, plain language, recorded audio, or electronic, such as Word, PDF, Rich Text, or HTML, formats, Braille, and other formats usable by persons with disabilities.
- 5.2 “Accommodation”** every person has the right to equal treatment with respect to the occupancy of accommodation, without discrimination because of race, ancestry, place, origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status, disability or the receipt of public assistance (Ontario Human Rights Code).
- “**Accommodation**” in this Policy also means providing for specific measures that take into account a person’s disability e.g. providing for an assistive device to access a Township service.
- 5.3 “Assistive Devices”** means an auxiliary aid such as communication aids, cognition aids, personal mobility aids, and medical aids (i.e. canes, crutches, wheelchairs, or hearing aids etc.) to access and benefit from the goods and services of Township of Selwyn.
- 5.4 “Barrier”** means anything that prevents a person with a disability from fully participating in all aspects of society because of the disability. Barriers may include a physical, architectural and attitudinal barrier as well as, an information or communication barrier, technological barriers, a policy, procedure or a practice.
- 5.5 “Disability”** shall be defined as found in the Ontario Human Rights Code (Part II, Section 10.(1) of the OHRC):

- (a) 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

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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

- (b) a condition of mental impairment or a developmental disability
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; (“handicap”)

5.6 “Policies” mean the policies the Township of Selwyn intends to implement.

5.7 “Procedures” mean how the Township of Selwyn will go about implementing their policy.

5.8 “Practices” mean what the Township of Selwyn does on a day to day basis, including how to deliver the services.

5.9 “Principle of Dignity” mean the policies, procedures and practices that respect the dignity of a person with a disability are those that treat them as customers and clients who are as valued and as deserving of effective and full service as any other customer. People with disabilities will not be treated as an afterthought or be forced to accept lesser service, quality or convenience.

5.10 “Principle of Independence” in some instances, independence means freedom from control or influence of others - freedom to make your own choices. In other situations, it may mean the freedom to do things in your own way.

5.11 “Principle of Integration” mean integrated services are those that allow people with disabilities to fully benefit from the same services, in the same place and in the same, or similar way, as other customers.

5.12 “Principle of Equal Opportunity” equal opportunity means having the same chances, options, benefits and results as others. In the case of services it means that people with disabilities have the same opportunity to benefit from the way you provide goods or services as others. They should not have to make significantly more effort to access or obtain service. They should also not have to accept lesser quality or more inconvenience.

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5.13 “WCAG” means the World Wide Web Consortium’s Web Content Accessibility Guidelines.

Section 6 - General Provisions

6.1 - Multi-Year Plan and Annual Work Plan

Multi- Year Plan – Schedule A (IASR)

The Township will establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under the Regulation. The Township of Selwyn’s multi-year accessibility plan is attached hereto as Schedule A. The multi-year plan will be reviewed and updated once every five (5) years in accordance with the AODA. The multi-year plan will be posted on the Township website and available in alternate formats upon request.

Annual Work Plan – Schedule B (ODA)

Based on the multi-year plan, the Township will establish an annual work plan in cooperation with the Accessibility Advisory Committee and will report annually in accordance with the ODA as set out in Schedule B attached hereto. The annual work plan will be posted on the Township website and available in alternate formats upon request.

6.2 - Procurement

The Township of Selwyn will incorporate accessibility criteria when procuring or acquiring goods, services and facilities except where it is impractical to do so. When purchasing or acquiring self-serve kiosks the Township will consider people with disabilities and must incorporate accessibility features. Accessibility features may include, but are not limited to:

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

6.3 - Training

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The Township will train all employees and volunteers on this policy and the Ontario Human Rights Code. Training will be provided by January 1, 2014 for existing employees. New employees will be trained as soon as practical following hiring or where there may be a change in duties that affects employment status. Records of the training shall be kept noting who was trained and when they were trained.

Section 7 - Specific Requirements

7.1 - Accessible Information and Communication Standard

The Township will create, provide and receive information and communications in ways that are accessible to people with disabilities. If the Township determines that it is not technically feasible to convert the information or communications or the technology to convert the information or communication is not readily available, we will be obligated to provide the person that requires the information with an explanation of why the information is not convertible and include a summary of the inconvertible information.

7.1.1 - Emergency Information

The Township prepares emergency procedures, plans or public safety information and then makes the information available to the public. Refer to the Township Accessible Customer Service Policy related to the provision of emergency information.

7.1.2 - Accessible Formats and Communications Supports

The Township is obligated to create, provide and receive information and communications in ways that are accessible to people with disabilities:

- a) Upon request in a timely manner that takes into account the person's disability.
- b) Does not cost more than the regular costs charged to others.
- c) Consult with the person making the request and determine the suitability of an accessible format or communications supports.
- d) Notify the public about the availability of accessibility formats and communication supports.

7.1.3 - Website Accessibility

The Township shall make its internet website and web content conform with WCAG initially at Level 2.0 and increasing to Level A.

By January 1, 2014, any web content will conform with WCAG 2.0 Level A, examples include: use of alt tags, incorporating key board functions, plain language, text alternatives, avoid pop-ups, and recorded audio.

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By January 1, 2021 all internet website and web content will conform with WCAG 2.0 Level AA.

7.1.4 - Education, Training and Materials - Public Libraries

Public Libraries shall provide access to or arrange for the provision of access to accessible materials where they exist.

Public Libraries shall make information about the availability of accessible materials publicly available and shall provide information in accessible format or with appropriate communication supports, upon request.

Public Libraries may provide accessible formats for archival materials, special collections and rare books.

7.1.5 - Exceptions:

The IASR does not apply to:

- product labels
- inconvertible information or communications
- information that the Township does not have direct control over or indirectly through a contract relationship

7.2 - Accessible 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. This Standard applies to paid employees, not volunteers. The compliance date is January 1, 2014.

7.2.1 - Recruitment and Retention

The Township 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 Township will consult with the applicant and provide or arrange for suitable accommodation that takes into account a person's disability
- Notify successful applicants of the availability for accommodating for employees with a disability

7.2.2 - Employee Notification

The Township shall inform its employees of its policies used to support employees with disabilities including but not limited to, policies on the provisions of job accommodations that take into account an employee's accessibility needs due to a disability

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- As required to a new employee as soon as is practical after they begin their employment
- Whenever there is a request for the provision for job accommodation

7.2.3 - Accessible Formats

Where an employee with a disability requests it, the Township 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 employee's job
- Information that is generally available to employees in the work place
- Consult with the employee making the request in determining the suitability of an accessible format or communication support

7.2.4 - Individual Accommodation Plans (IAP)

The Township shall have a written process for developing a documented individual accommodation plan for employees with a disability. The process will include:

- The manner in which the employee participates in the development of the IAP
- Assessment on an individual basis
- Identification of accommodation to be provided
- Timelines for the provision of accommodation
- The Township may request an evaluation by a medical expert, or other relevant expert, at its expense, to assist with determining accommodation needs
- Employee may request the participation of a bargaining agent where represented, or a representative from the work place where the employee is not represented by a bargaining agent
- Steps to be taken to protect privacy of the employee's personal information
- Frequency with which the IAP will be reviewed and updated and the manner in which it will be done
- If denied, the reasons for denial are to be provided to the employee
- A format that takes into account the employee's disability
- If requested, any information regarding accessible formats and communication supports provided
- Identification of any other accommodations that may need to be provided

7.2.5 - Return to Work

The Township will have a return to work process in place for employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work. Such processes will be

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documented and must outline the steps the Township will take to facilitate the return to work and include an IAP plan.

7.2.6 - Performance Management, Career Development and Advancement and Redeployment

The Township shall take into account the accessibility needs of employees with disabilities and individual accommodation plans when:

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

7.2.7 - Workplace Emergency Response Information

The Township 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 the employee is aware of the need for accommodation
- If the employee requires assistance, and with their consent, the Township will provide the workplace emergency information to a person designated by the Township to provide assistance to the employee
- As soon as practical after becoming aware of the need for an accommodation due to an employee's disability
- Review the individualized workplace emergency response information when the employee moves to a different location when the employee's overall accommodation needs or plans are reviewed and when the Township reviews its general emergency response policies.

7.3 - Accessible Transportation Standard

The Transportation Standard is intended to make it easier for all people to travel in Ontario, including persons with disabilities. The Township does not have transit services nor does it license taxi operators. The Township, through its Accessibility Advisory Committee will consult with persons with disabilities to make progress to meet the transportation needs of those in the community.

7.4 – Design of Public Spaces

The Design of Public Spaces Standard is intended to apply to public spaces that are newly developed or redeveloped that are not covered by the Ontario Building Code/Built Standard.

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Public Spaces are defined as follows:

- Recreational Trails/Beach Access Routes
- Outdoor Public Use Eating Areas
- Outdoor Play Spaces
- Exterior Paths of Travel
- Accessible Parking
- Obtaining Services - counters, fixed queuing lines and waiting areas
- Maintenance

The requirements to meet this Standard become effective January 1, 2016.

7.4.1 - Recreational Trails/Beach Access Routes

Recreational trails are public trails intended to allow pedestrians to participate in recreation and leisure activities, access playgrounds or get closer to nature. Beach access routes are intended to allow pedestrians to access a public beach area. They are often constructed pathways, allowing people to access a beach from a parking lot, trail or picnic area.

The Township will consult with the public and people with disabilities during the planning for new recreational trails or major changes to existing ones. Organizations and municipalities do not need to consult about beach access routes.

The Township will also consult with its Accessibility Advisory Committee on:

- the trail's slope
- the need for and location of ramps on the trail, and
- the need for, location of and design of rest areas, passing areas, viewing areas, amenities and other features on the trail.

Exceptions may apply due to existing site constraints or when a requirement would likely have a negative effect on:

- properties protected by the *Ontario Heritage Act*, the *Historic Sites and Monuments Act* (Canada) or the *United Nations Educational, Scientific and Cultural Organization's (UNESCO's) World Heritage List*, or
- water, fish, wildlife, plants, invertebrates, species at risk, ecological integrity or natural heritage values
- wilderness trails, backcountry trails, portage routes, or trails only meant for cross-country skiing, mountain biking or driving motorized recreational vehicles, such as snowmobiles and all-terrain vehicles are not considered to be a recreational trail under this Standard

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7.4.2 – Outdoor Public Eating Areas

Outdoor public eating areas are places located outside where people can eat, such as outdoor food courts and picnic tables in parks.

When building new or making major changes to existing outdoor public eating areas, the following requirements must be met:

- at least 20 per cent, and no fewer than one, of the tables are accessible to people using mobility aids, such as wheelchairs
- the ground leading to and under the accessible tables is level, firm and stable, and
- enough space is clear around the accessible tables so people using a mobility aid can approach the tables.

7.4.3 – Outdoor Play Spaces

Outdoor play spaces are areas with play equipment or features designed to give children and their caregivers opportunities to play.

Consultation with the public and people with disabilities is required during the planning of a new build or during a major change to an existing outdoor play space. The Township will also consult with its Accessibility Advisory Committee. The following must be considered in the design:

- incorporate accessibility features into the design such as sensory and active play components
- ensure there is enough room for children and caregivers with various disabilities to move through, in and around the play spaces, and
- make sure the ground surface is firm, stable and designed to reduce impact to help prevent injuries.

7.4.4 – Exterior paths of travel

Exterior paths of travel include outdoor sidewalks and walkways, ramps, stairs, and curb ramps.

Exceptions may apply if meeting a requirement is not practical due to existing site constraints. Exceptions also apply when a requirement would likely have a negative effect on:

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- properties protected by the *Ontario Heritage Act*, the *Historic Sites and Monuments Act* (Canada) or the *United Nations Educational, Scientific and Cultural Organization's (UNESCO's) World Heritage List*, or
- water, fish, wildlife, plants, invertebrates, species at risk, ecological integrity or natural heritage values.
- this Standard does not apply to paths of travel that are designed to provide a recreational experience, or those regulated by Ontario's Building Code.

7.4.5 – Accessible Parking

Accessible parking requirements apply to off-street and on-street parking spaces.

Off-Street Parking

Off-street parking is a space to park a vehicle temporarily that is not on a public road or street. Off-street parking includes open and covered parking lots and applies to public, private and non-profit organizations. Off-street parking facilities must include two types of accessible parking spaces that are generally wider spaces for people who use mobility aids, such as wheelchairs. Off-street parking facilities must include a minimum number of each type and must have access aisles (a space between parking).

Exceptions may apply when it is not practical for an organization to include the minimum number of accessible parking spaces due to an existing site constraint. Other off-street exceptions include parking used exclusively for:

- parking for buses
- delivery vehicles
- law enforcement vehicles
- medical transport vehicles, such as ambulances, and
- impounded vehicles.

On-Street Parking

On-street parking is a space where you can park your vehicle temporarily that is located on a common and public highway, street, avenue, parkway, bridge or similar type of road.

7.4.6 – Obtaining Services - Counters, Fixed Queuing Lines and Waiting Areas

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Accessible features must be considered in relation to obtaining services from a counter, fixed queuing guides and waiting areas.

Service Counters

Service counters must be low enough for someone to sit in a mobility aid, have clear space in front for a person in a mobility aid to approach the counter, including space for the person’s knees and must have signage that clearly identifies accessible service counters.

Fixed Queuing Guides

A queuing area is a place where people line up for services and follow a set path. The queuing area must be wide enough and use tactile flooring for people using mobility aids and mobility assistive devices, such as canes, crutches and walkers, to move through the line, including when the line changes direction.

Waiting areas

Waiting areas that have seating fixed to the floor must ensure that at least three per cent of the new seating is accessible. Accessible seating means a space in the waiting area where someone using a mobility aid, such as a wheelchair, can wait to receive service.

7.4.7 – Maintenance

Accessibility Plans must include:

- preventative and emergency maintenance procedures for the accessible aspects of the Township’s public spaces, such as posting when regular maintenance occurs and letting people know about alternatives, and
- procedures for handling temporary disruptions in service when an accessible aspect of the public space is unavailable, such as posting a sign explaining the disruption and outlining an alternative.

Refer to the Township’s Accessible Customer Service Policy for procedures.

8.0 - Documentation and Feedback

The Township of Selwyn shall upon request give a copy of the policies, practices and procedures required under the Ontario Regulation 191/11(as amended) – the Integrated Accessibility Standard (IASR), to any person. Any applicable photocopy charges will be applied.

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The Township will use the Accessible Customer Service Request and Feedback procedure (10.3) to allow the public to provide feedback on this policy.

9.0 - 2004 Accessibility Plan

The 2004 Accessibility Plan passed in accordance with the ODA, 2001 will be replaced with this Policy.

10.0 - Related Procedures/Resources

Accessible Customer Service Policy – 8.2

- Customer Request and Feedback Procedure Policy 10.3

Organizational Policy

- Emergency Assistance - 1.9
- Accommodation - 4.1
- Employee Communications - 1.8
- Return to Work Procedure - 7.12
- Performance Evaluation - 5.1
- Career Development - 5.3 and 5.4

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Accessible Customer Service Standards Policy

1.0 Policy Statement

The Township of Smith-Ennismore-Lakefield recognizes that persons with disabilities should be provided with an equal opportunity to access goods and information in a manner consistent with the principles of independence, dignity, integration and equality as stated in the regulations of the Accessibility for Ontarians with Disabilities Act, 2005.

2.0 Strategic Plan

In the Corporate Strategic Plan adopted by Council in 2007, adopting Accessibility Plans for all Township facilities is identified as a strategic priority and aligns with the Plan's goals to improve our resident's quality of life and its goal of organizational excellence.

3.0 Purpose

The Accessibility for *Ontarians with Disabilities Act (AODA), 2005* provides for the establishment of accessibility standards. Accordingly, Ontario Regulation 429/07, Accessible Standards for Customer Service, was enacted. Under this Regulation municipalities must establish policies, procedures and practices governing the provision of its goods or services to persons with disabilities. In addition, the Township must use all reasonable efforts to ensure that its policies, procedures and practices provide accessible customer services to people with various kinds of disabilities and that the core principles of independence, dignity, integration and equal opportunity, as defined herein, are respected.

The purpose of this policy is to fulfill certain requirements as set out in Ontario Regulation 429/07 made under the AODA and other relevant sections of that Act as well as the Ontarians with Disabilities Act, 2001. In support of this policy, corresponding Procedures and Practices will be set out to support the policy and may be amended from time to time.

4.0 Administration

Procedures and Practices may be amended or added to the Customer Service Accessibility Policy as necessary and appropriate in order to ensure that it is current and applicable. Such amendments or additions shall be approved by Resolution of Council and be coordinated with, and form part of this Policy.

This policy becomes effective on January 1, 2010.

5.0 Definitions

- 5.1 “Agents”** shall mean a person or business providing goods or services on behalf of the Township of Smith-Ennismore-Lakefield through a contract or agreement.
- 5.2 “Assistive Devices”** shall mean an auxiliary aid such as communication aids, cognition aids, personal mobility aids, and medical aids (i.e. canes, crutches, wheelchairs, or hearing aids etc.) to access and benefit from the goods and services of Township of Smith-Ennismore-Lakefield.
- 5.3 “Barrier”** shall mean anything that prevents a person with a disability from fully participating in all aspects of society because of the disability. Barriers may include a physical, architectural and attitudinal barrier as well as, an information or communication barrier, technological barriers, a policy, procedure or a practice.
- 5.4 “Customer Service Representatives” (CSR)** An employee, agent, volunteer or otherwise who, on behalf of the Township of Smith-Ennismore-Lakefield, provides or oversees the provision of Township goods or services to members of the public or other third parties.
- 5.5 “Disability”** shall be defined as found in the Ontario Human Rights Code (Part II, Section 10.(1) of the OHRC):
- (a) 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

- (b) a condition of mental impairment or a developmental disability
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; (“handicap”)

5.6 “Guide Dogs or Service Animal” shall mean any animal individually trained to do work or perform tasks for the benefit of a person with a disability.

5.7 “Policies” shall mean the policies the Township of Smith-Ennismore-Lakefield intends to implement including any rules for CSRs.

5.8 “Procedures” shall mean how the Township of Smith-Ennismore-Lakefield will go about implementing their policy and the steps CSRs will be expected to take.

5.9 “Practices” shall mean what the Township of Smith-Ennismore-Lakefield does on a day to day basis, including how CSRs actually offer or deliver the services.

5.10 “Principle of Dignity” shall mean the policies, procedures and practices that respect the dignity of a person with a disability are those that treat them as customers and clients who are as valued and as deserving of effective and full service as any other customer. People with disabilities will not be treated as an afterthought or be forced to accept lesser service, quality or convenience.

5.11 “Principle of Independence” in some instances, independence means freedom from control or influence of others - freedom to make your own choices. In other situations, it may mean the freedom to do things in your own way.

5.12 “Principle of Integration” shall mean integrated services are those that allow people with disabilities to fully benefit from the same services, in the same place and in the same, or similar way, as other customers.

5.13 “Principle of Equal Opportunity” equal opportunity means having the same chances, options, benefits and results as others. In the

case of services it means that people with disabilities have the same opportunity to benefit from the way you provide goods or services as others. They should not have to make significantly more effort to access or obtain service. They should also not have to accept lesser quality or more inconvenience.

5.14 “Support Person” shall mean any person whether a paid professional, volunteer, family member or friend who accompanies a person with a disability to aid him or her with communication, mobility, personal care or medical needs or with access to goods and services.

5.15 “Third Party” a representative of a business or organization who is receiving Township of Smith-Ennismore-Lakefield goods or services or acting in an official capacity. Examples include: Provincial inspectors, vendors, local media, agencies, boards or commissions

6.0 Establishment of Policies, Practices and Procedures

The Township of Smith-Ennismore-Lakefield shall use reasonable efforts to ensure that its policies, procedures and practices are consistent with the following principles:

- (a) The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.
- (b) The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- (c) Persons with a disability must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services. Township of Smith-Ennismore-Lakefield CSRs, when communicating with a person with a disability shall do so in a manner that accommodates the person's disability.

7.0 Implementation

7.1 Assistive Devices

The Township of Smith-Ennismore-Lakefield permits persons with a disability to use and keep with them their own personal assistive devices to obtain, use or benefit from the goods or services offered by the Township. Appropriate CSRs will be trained and knowledgeable of the presence and use of Township owned assistive

devices within their working department. CSRs will be available to assist with the assistive devices if requested for use by an individual.

7.2 Service Animals and Support Persons

The Township of Smith-Ennismore-Lakefield shall allow persons with disabilities, who require to be accompanied by a support person, into all Township premises that are owned and operated public facilities. Both persons are permitted to enter the premises together and the person with a disability will have access to their support person.

The Township allows a person with a disability to be accompanied by a guide dog or other service animal onto all facilities that are owned and operated by the Township for public use and will ensure that the person is permitted to keep the animal with him or her unless the animal is otherwise excluded by law.

In the event that admission fees are charged, advanced notice concerning what admission, if any, would be charged to a support person, shall be posted in a conspicuous place.

If the service animal is excluded by law from the facility, the Township will make every effort to ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the Township's goods and services.

7.3 Notice of Temporary Disruption

Notice of Service Disruptions must be provided when facilities or services that people with disabilities may use to access Township of Smith-Ennismore-Lakefield goods or services are temporarily unavailable or if the goods or service are expected in the near future to be temporarily unavailable.

The Notice must include the following information:

- a) The reason and information for disruption
- b) Anticipated duration
- c) Description of alternate facilities or services, if available
- d) Contact information

In the case of an unscheduled disruption, the Notice will be posted at the location of the service disruption as soon as practically possible.

In the case of a scheduled disruption the Township will post the Notice prior to the disruption, at the physical location, on its website and if appropriate will advertise the disruption with local media

outlets. The Notice will be posted to allow for sufficient time to inform ratepayers.

8.0 Documentation and Feedback

The Township of Smith-Ennismore-Lakefield shall upon request give a copy of the policies, practices and procedures required under the Ontario Regulation 429/07 – Accessibility Standards for Customer Service to any person. Any applicable photocopy charges will be applied.

The Township will have a mechanism to allow the public to provide feedback on the accessibility of the provision of goods and services.

9.0 Training

The Township of Smith-Ennismore-Lakefield will provide training, to its customer service representatives about the provision of its goods and services to persons with disabilities. All CSRs who deal with the public or other third parties, and those involved in developing customer service policies, practices, and procedures, will receive Accessibility Awareness Training as soon as practicable after beginning their employment. The Township will also provide ongoing training with respect to changes in its policies, practices, and procedures to those individuals who require such training as soon as practicable. The Township will keep records of the training provided.

Agents hired by the Township of Smith-Ennismore-Lakefield who deal with the public during their work will provide proof of Accessibility Awareness training (as part of their contractual agreement) prior to their work for the Township. If the agent is required to meet the requirements of Regulation 429/07 on or after January 1, 2012 the Township may, at its discretion, provide the necessary training prior to January 1, 2012. If the agent is not required to meet the requirements of Regulation 429/07, the Township may, at its discretion, provide the necessary training. Record of all training must be sent to the appropriate department for documentation.

10.0 Related Procedures/Resources

- 10.1** Accessibility Training Procedures
- 10.2** Communicating with People with Disabilities Procedure
- 10.3** Customer Request and Feedback Procedure
- 10.4** Notice and Provision of Documents in Accessible Formats Procedure
- 10.5** Notice of Temporary Disruptions Procedure
- 10.6** Service Animals Procedure
- 10.7** Support Persons Procedure
- 10.8** Resources

11.0 Forms

- 11.1** Service Interruption – Planned
- 11.2** Service Interruption – Unexpected
- 11.3** Training Record
- 11.4** Customer Request – Feedback Form
- 11.5** Record of Customer Feedback
- 11.6** Notice – Admission Fees
- 11.7** Accessible Customer Service Brochure
- 11.8** Accessible Information Request Form
- 11.9** Basic Accessible Report Format