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**Policy/Procedure:**

This policy is drafted in accordance with the Integrated Accessibility Standards (Ontario Regulation 191/11) and addresses how the City of Brockville achieves or will achieve accessibility through meeting of the requirements of the regulation. The requirements will be met within the timeframes set up with in the Regulation.

The requirements of the regulation include:

- the establishment, implementation, maintenance and documentation of a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under this Regulation;
- the incorporation of accessibility criteria and features when procuring or acquiring good, service or facilities;
- the incorporation of accessibility features when designing, procuring or acquiring self-service kiosks;
- training;
- the specific requirements under the Information and Communication Standards, the Employment Standards; and the Transportation Standards

This policy is supported by procedures and policies/by-laws which outline the detailed processes and accommodations pursuant to this policy. The supporting policies/procedures include the following:

- Transportation Procedures
- Return to work policy
- Documented IAP process
- Purchasing By-law 090-2005 (accessibility clause)

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## Part 1 – General Requirements

### Definitions:

The following is a list of definitions used in this policy:

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

**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 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 communications.

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

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

**Designated Public Sector Organization** means every municipality and every person or organization listed in Column 1 of Table 1 of Ontario Regulation 146/10 (Public Bodies and Commission Public Bodies — Definitions) made under the *Public Service of Ontario Act, 2006*.

**IAP** means Individualized Accommodation Plan.

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

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**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-sale device, intended for public use that allows users to access one or more services or products or both.

**Mobility Aid** means a device used to facilitate the transport, in a seated posture, of a person with a disability.

**Mobility Assistive Device** means a cane, walker, wheelchair, scooter or similar aid.

**New Internet Website** means either a website with a new domain name or a website with an existing domain name undergoing a significant refresh.

**Redeployment** means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated.

**Unconvertible** means if it is not technically feasible to convert the information or communications. It also means if the technology to convert the information or communications is not readily available.

**Web Content Accessibility Guidelines** means the World Wide Web consortium recommendation, dated December 2008, entitled “Web Content Accessibility Guidelines” (WCAG) 2.0.

### Scope and Responsibilities:

This policy has been drafted in accordance with the Regulation and addresses how the City of Brockville achieves accessibility through meeting the Regulation’s requirements. It provides the overall strategic direction that we will follow to provide accessibility supports to Ontarians with disabilities.

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The requirements of the Regulation include:

- Establishment, implementation, maintenance and documentation of a multi-year accessibility plan which outlines the City’s strategy to prevent and remove barriers and meet its requirements under the Regulation;
- Incorporation of accessibility criteria and features when procuring or acquiring goods, services, or facilities;
- Training; and
- Other specific requirements under the Information and Communication, Employment and Transportation Standards.

The City of Brockville is committed to and guided by the four core principles of independence, dignity, integration and equality of opportunity and supports the needs of persons as set out in *Accessibility for Ontarians with Disabilities Act, 2005*. The City of Brockville shall use every effort to ensure that the City of Brockville meets the needs of people with disabilities in a timely manner through the implementation of this policy.

### **Accessibility Plans**

The City of Brockville’s Accessibility Plan outlines a phased-in strategy to prevent and remove barriers and addresses the current and future requirements of the AODA.

The City of Brockville will report annually on the progress and implementation of the multi-year accessibility plan, and the City of Brockville will post the information on the City’s website and will provide it in alternative formats upon request. The plan will be reviewed and updated once every 5 years.

### **Procuring or Acquiring Goods, Services or Facilities**

The City of Brockville will use accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so, in which case, if required, the City will provide an explanation.



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### **Self Service Kiosks**

The City of Brockville will make every effort to offer services and/or products through self-service kiosks take steps to make them accessible on a go forward-basis, to people with disabilities so they can be used independently and securely.

### **Training**

The City of Brockville will ensure that training is provided to all employees, volunteers, all persons who participate in developing the City's policies and all other persons who provide goods, services or facilities on behalf of the City on the requirements of the Accessibility Standards referred to in the IASR and the Human Rights Code as it pertains to persons with disabilities. Training will be provided as soon as is practicable. If any changes to this policy occur, training will be provided. The City will maintain a record of dates when training is provided and the number of individuals.

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## Part 2 – Information and Communication Standard

### Overview

The City of Brockville will create, provide and receive information and communications in ways that are accessible to people with disabilities.

### Exceptions

If our organization determines that it is not technically feasible to convert the information or communications or the technology is not readily available, we will be obligated to provide the person that requires the information with:

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

The City of Brockville will accommodate people with disabilities to the point of undue hardship as required in the Ontario Human Rights Code.

### Feedback

Our organization has a process in place for receiving and responding to feedback and will ensure that those processes are provided in an accessible manner and with communication supports upon request. We will notify the public about the availability of accessible formats and communication supports.

### Accessible Formats and Communication Supports

The City of Brockville shall be obligated to provide or arrange for accessible formats and communication supports for persons with disabilities:

- a) upon request in a timely manner that takes into account the person’s accessibility needs;
- b) at a cost no more than regular costs charged to others;
- c) consult with the person making the request and determine suitability of an accessible format or communication supports;



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- d) notify the public about the availability of accessible formats and communication supports.

### **Emergency Information**

When our organization prepares emergency procedures, plans or public safety information and makes the information available to the public, we shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

### **Accessible Websites and Web Content**

The City of Brockville shall ensure its internet website and web content conform with WCAG 2.0 initially at Level A and increasing to Level AA.

By January 1, 2014, any new websites and web content on those sites 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.

### **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 library boards may provide accessible formats for archival materials, special collections and rare books.

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## Part 3 – Employment Standard

### Overview

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 to full time paid employees.

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

### Recruitment and Retention

The City of Brockville 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, we shall consult with the applicant and provide or arrange for suitable accommodation that takes into account the persons needs due to disability;
- Notify successful applicants of the policies for accommodating employees with disabilities.

### Informing Employees of Supports

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

- As required for new employees as soon as practicable after they begin their employment;
- Whenever there is a change in policies on the provision of job accommodations that take into account an employee’s accessibility needs due to a disability.

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

In addition and where an employee with a disability requests it, the City of Brockville 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 communication support.

### **Documented Individual Accommodation Plan (IAP)**

The municipality shall have in place a written process for developing a documented individual accommodation plan for employees with a disability. Process to include:

- The employee’s participation in the development of the IAP;
- Assessment on an individual basis;
- Identification of accommodations to be provided;
- Timelines for the provision of accommodations;
- The municipality may request an evaluation by a medical or other expert, at its expense, to assist with determining accommodation and how to achieve accommodation;
- An employee may request the participation of a representative from their bargaining agent, where represented, or otherwise a representative from the workplace where an employee is not represented by a bargaining agent;
- Steps to be taken to protect the 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 reason(s) 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; and
- Identification of any other accommodation that is to be provided.

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### **Return to Work Process**

The City of Brockville will have in place a return to work process 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 must be documented and must outline steps the City of Brockville will take to facilitate the return to work and include an IAP plan.

### **Performance Management, Career Development and Advancement, Redeployment**

The City of Brockville will take into account the accessibility needs and/or individual accommodation plans of employees when:

- Using performance management processes;
- Providing career development and advancement information; and
- Using redeployment procedures.

### **Workplace Emergency Response Information**

The City of Brockville shall 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 employer is aware of needs for accommodation due to the employee's disability;
- If the employee who receives an individual workplace emergency response information requires assistance, and with the employees consent, the municipality shall provide the workplace emergency information to the person designated by the City of Brockville to provide assistance to the employee;
- As soon as practicable after becoming aware of the need for accommodation due to the employee's disability;
- Review the individualized workplace emergency response information when the employee moves to a different location in the organization, when overall accommodations needs or plans are reviewed and when the employer reviews its general emergency response policies.

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## Part 4 - Transportation Standard

### Overview

The Transportation Standard will make it easier for people to travel in Ontario, including persons with disabilities, older Ontarians and families traveling with children in strollers.

As a municipality, the City of Brockville will:

- Consult with AAC, persons with disabilities and the public to determine proportion of accessible taxis required in the community, including steps to meet the need;
- When establishing a licensing by-law, ensure taxicabs do not charge a high fee or additional fee to persons with disabilities;
- When establishing a licensing by-law, ensure taxicabs do not charge a fee for storage of assistive devices;
- When establishing a licensing by-law, ensure taxicabs have appropriate information displayed both the rear bumper and available in an accessible format to passengers.

The City of Brockville Accessibility Plan will include progress made by the municipality to meet the accessible taxi needs of the community and provide accessible bus stops/shelters.

### Public Transportation

1. Accessibility Equipment
  - a) Information about accessibility equipment is available to the public.
  - b) Procedures have been implemented to accommodate passengers who rely on the equipment if it fails or malfunctions.
  
2. Fares
  - a) Passengers with disabilities are not charged more than passengers without disabilities.
  - b) Accessible fare payment options are provided.



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3. Emergency Preparedness

- a) Emergency preparedness and response policies have been drafted and implemented.
- b) Policies are available to the public and provided in an accessible format upon request.

**Conventional Transit**

1. Assistance

- a) Transit operators provide assistance to people with disabilities to board and deboard the transit vehicles.
- b) Transit operators provide safe storage of mobility aids and mobility assistive devices.

2. Alternate Accessible Method of Transportation

- a) Specialized transit services are operated for passengers who cannot use the conventional transit system due to their disability.

3. Boarding and Deboarding

- a) Transit operators allow people with disabilities to board and deboard transit vehicles at the nearest safe location if a transit stop is not accessible.
- b) Transit operators promptly report inaccessible bus stops or temporary barriers.

4. Priority Seating

- a) Priority seating has been created at the front of transit vehicles for persons with disabilities.
- b) Communication strategies are in place to inform the public about the purpose of the seating.

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5. Technical Requirements

- a) Transit policies have been implemented to provide safe boarding, travel and deboarding of persons with disabilities.

**Specialized Transportation Services**

1. Visitors

- a) Eligible visitors to the community are provided service on the system.

2. Companions and Dependence

- a) Companions and dependence are allowed to travel with people with disabilities provided space is available and service is not denied to other persons with disabilities.

3. Origin to Destination Services

- a) Origins to destination services within the municipality are provided to passengers. No specialized service is provided in adjacent municipalities.

4. Service Delays

- a) Service delays are relayed to affected passengers.

5. Hours of Service

- a) Specialized transportation services have parity in the hours of operation with the conventional transit system.