

MUNICIPALITY OF WEST ELGIN POLICY MANUAL			
Chapter:	Human Resources	Index No.	HR-8.2
Section:	Accessibility Standards	Effective Date:	
Subject:	Integrated Accessibility Standards – Accessibility Policy	Revision Date:	
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1 BACKGROUND:

- 1.01 The *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”) establishes, by regulation, standards relating to Customer Service, Information and Communication, Employment, Transportation and the Built Environment.
- 1.02 The Integrated Accessibility Standards Regulation (IASR), O. Reg. 191/11, provides standards for Information and Communication, Employment and Transportation.

2 PURPOSE

- 2.01 The IASR requires the development of a multi-year accessibility plan.

3 POLICY

- 3.01 The Municipality of West Elgin is committed to being responsive to the needs of all its residents and employees. In order to meet the needs of people with disabilities the Municipality of West Elgin will:
- (a) Ensure policies, practices and procedures address dignity, independence, integration and provide for equal opportunity for people with disabilities.
 - (b) Allow people with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the Municipality.
 - (c) Strive to meet the needs of people with disabilities in a timely manner, at a cost no greater than that for people without disabilities.
 - (d) Accommodate the accessibility needs of people with disabilities to ensure they can obtain, use or benefit from the Municipality’s goods, services, programs and facilities.
- 3.02 The Municipality will promote accessibility by ensuring that compliance is met for all regulations made under the *Accessibility for Ontarians with Disabilities Act, 2005*. Timelines for compliance vary. In order to ensure that timelines are met, the Municipality will establish, implement and maintain a multi-year accessibility plan. The plan will outline the Municipality’s strategy to prevent and remove barriers to people with disabilities.

4 IMPLEMENTATION

4.01 Definitions:

- (a) Disability: as defined in the Ontario Human Rights Code
- (b) Service Animal:
 - (i) A “guide dog”, as defined in section 1 of the *Blind Persons Rights’ Act*; or
 - (ii) An animal used by a person with a disability if:
 1. it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
 2. the person provides a letter from a physician or nurse practitioner confirming that the person requires the animal for reasons relating to the disability.

4.02 Accessibility Planning

- (a) The Municipality of West Elgin will establish, implement, maintain and document a multi-year accessibility plan. The multi-year accessibility plan will outline how the Municipality will prevent and remove barriers to accessibility as outlined in the *Accessibility for Ontarians with Disabilities Act, 2005*.
- (b) The multi-year accessibility plan will be reviewed at least once every five years. An annual status report will be prepared. The Municipality will consult with the Accessibility Advisory Committee.

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4.03 Procurement

- (a) The Municipality will ensure accessibility criteria and features are considered when purchasing goods, service and facilities. When it is not practicable to incorporate accessibility criteria, the Municipality will provide an explanation upon request.

4.04 Alternate Formats

- (a) The Municipality will provide alternate formats of information and communication that is produced or in direct control of the Municipality. This will be done upon request, in a timely manner and at a cost that is no more than the cost charged for the original format.
- (b) When it is not practicable to provide an alternate format, the Municipality will provide an explanation and a summary of the document in an accessible format.

4.05 Communication Supports

- (a) The Municipality will provide communication supports to members of the public upon request.
- (b) If the Municipality is unable to obtain the requested communication support; the Municipality will work with the individual to determine an appropriate alternative method of communication.

4.06 Feedback Process

- (a) The Municipality will accept feedback from members of the public relating to the provision of accessible services provided.
- (b) When seeking feedback from the public, the Municipality will provide accessible formats and/or communication supports to members of the public upon request.

4.07 Service Disruptions

- (a) If a temporary service disruption is planned, the Municipality will give notice of the disruption.
- (b) Notice will be given by posting the information in a conspicuous place as well as by posting the information on the Municipality's website.

4.08 Support Persons

- (a) The Municipality will allow people with disabilities to be accompanied by a support person in all municipally owned and operated public facilities.
- (b) The Municipality reserves the right to request a person with a disability to be accompanied by a support person, in the event that it is considered necessary to protect the health and safety of the person with a disability or others on the premises.
- (c) Admission fees will be waived for support persons who accompany a person with a disability.

4.09 Service Animals

- (a) The Municipality welcomes service animals into all Municipally-owned or operated facilities where the public is allowed. Service animals will be allowed to accompany a person with a disability to allow them access to facilities and services.
- (b) If an animal is excluded by law from the premises, the Municipality will ensure that other measures are available to allow a person with a disability to obtain or benefit from the good(s) or service.

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4.10 Use of Assistive Devices

- (a) The Municipality will allow people with disabilities to use their own personal assistive devices to obtain services offered by the Municipality.
- (b) If a person with a disability is unable to access a service through the use of their own personal assistive device, the Municipality will work with the customer to determine an alternate means for accessing services.

4.11 Training

- (a) Training will be provided to all employees, regular fee for service staff and volunteers on requirements of the accessibility standards referred to in the regulation and Human Rights Code as it pertains to persons with disabilities.
- (b) Training will be provided as soon as practicable. If any changes to this policy occur, training will be provided.
- (c) The Municipality will maintain a record of dates when training is provided and no of individuals.

4.12 Specialized Transportation Services

(a) Estimating Demand

In 2006 the Four Counties Transit Committee (the Committee) developed a Growth Strategy for the Four Counties Transit Bus. The Committee reviews the data on users at each of their meetings. Appointments are scheduled through the Four Counties Hospital and the requests for pick-ups are also reviewed by the Committee.

(b) Reduce Wait Times

The scheduling of the use of the transit bus is based on demand. Appointments are made through the Four Counties Hospital. Periodic review by the Committee of the routes established will occur to facilitate reduction of wait times for the users. The Committee is presently investigating central pick-up and drop-off points.

(c) Equipment Failures

The Booking Clerk will advise the users, at the time of booking, of any equipment failures. Wherever possible, the users will be advised of new equipment failures that would affect them. As well, routine maintenance is scheduled for Mondays when no regular scheduled trips are made.

(d) The Committee has also developed policies on Client Cancellation, Emergency or Unusual Situation on Bus, and Service Area and Routes that support the above requirements.

5 **ADMINISTRATION:**

5.01 Municipal Council, staff and volunteers shall follow this policy.

6 **ATTACHMENTS:**

6.01 None

Council authorization: