



# The Corporation of the Municipality of Huron Shores

## Integrated Accessibility Standards Regulation Policy (O.Reg. 191/11)

*Accessibility for Ontarians with Disabilities Act (AODA 2005)*

**Approved By: By-law #19-63  
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Title: CAO/Clerk**

**The Corporation of the  
Municipality of Huron Shores**

## Contents

<b>Purpose:</b> .....	3
<b>Procedure:</b> .....	3
<b>1.0 Application and Scope</b> .....	3
<b>2.0 Statement of Commitment</b> .....	4
<b>3.0 General Provisions</b> .....	4
<b>The Standards:</b> .....	6
<b>1.0 Information and Communications Standards</b> .....	6
<b>2.0 Employment Standards</b> .....	7
<b>3.0 Transportation Standards</b> .....	10
<b>4.0 Design of Public Spaces Standards (Accessibility</b> .....	10
<b>Standards for the Built Environment)</b> .....	10
<b>5.0 Customer Service Standards</b> .....	11
<b>Policy Review and Revision:</b> .....	12
<b>Changes to Existing Policies:</b> .....	12
<b>Contact Information:</b> .....	12
<b>Accessible Formats:</b> .....	12

## **Purpose:**

The *Accessibility for Ontarians with Disabilities Act, 2005* (the "AODA") is a Provincial Act with the purpose of developing, implementing, and enforcing accessibility standards to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures, and premises. The AODA was enacted into law with the vision of creating a fully accessible Ontario by 2025.

Furthermore, under the AODA, Ontario Regulation 191/11 entitled "Integrated Accessibility Standards" (the "IASR") came into force on July 1, 2011.

Under the IASR, the Province has committed to developing and implementing standards in:

- Information and Communications;
- Employment;
- Transportation;
- Design of Public Spaces (Built Environment); and
- Customer Service.

The purpose of this policy is to set out the requirements of the IASR, under the AODA. It reflects a number of accessibility standards in which organizations across Ontario, including the Municipality, are required to comply.

The requirements set out in this policy and the IASR are not a replacement or a substitution for the requirements established under the Human Rights Code. Nor do the standards or policy limit any obligations owed to persons with disabilities under any legislation.

## **Procedure:**

### **1.0 Application and Scope**

This policy has been drafted in accordance with the IASR and addresses how the Municipality of Huron Shores (hereinafter referred to as the "Municipality") achieves accessibility through meeting the requirements of the regulation. It provides the overall strategic direction that will be followed to meet the accessibility needs of persons with disabilities in the provision of goods, services and facilities.

This policy applies to all employees, volunteers, Council Members, committee members, persons who participate in developing the Municipality's policies and all other persons who provide goods, services or facilities on behalf of the Municipality.

## **2.0 Statement of Commitment**

The Municipality of Huron Shores is committed to treating all people with dignity, respect, and in a way that maintains individual independence. It believes in integration and equal opportunity and is committed to meeting the needs of people with disabilities in a timely manner by preventing and removing barriers to accessibility and meeting accessibility requirements under Ontario's accessibility laws.

The Municipality of Huron Shores supports the full inclusion of persons with disabilities as set out in the Ontario Human Rights Code and Accessibility for Ontarians with Disabilities Act, 2005, in that it ensures compliance with the accessibility requirements in:

- Information and Communications;
- Employment;
- Transportation;
- The Design of Public Spaces; and
- Customer Service

The Municipality of Huron Shores understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

## **3.0 General Provisions**

### **• Multi-Year Accessibility Plan and Annual Status Update Reports**

Seeking input from with persons with disabilities, various agencies and associations supportive of persons with disabilities, the Municipality will establish, implement, maintain and update a Multi-Year Accessibility Plan which outlines the Municipality's strategy to prevent and remove barriers and meet requirements under the Integrated Accessibility Standards Regulation.

Additionally, annual status reports will be drafted to provide updates on the progress made each year towards achieving the strategy and targets identified in the multi-year plan. The multi-year plan and annual status reports will be posted on the Municipality's website and made available in an accessible format upon request.

The intent of the Multi-Year Accessibility Plan is to prevent, identify and remove barriers or obstacles that stand in the way of people with disabilities from being able to do many of the day-to-day activities that most people take for granted.

A barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of a disability.

Several types of barriers will be considered, such as:

**Environmental Barriers:** features, buildings or spaces that restrict or impede physical access.

**Communication Barriers:** obstacles with processing, transmitting or interpreting information.

**Attitudinal Barriers:** prejudgments or assumptions that directly or indirectly discriminate.

**Technological Barriers:** when technology cannot be or is not modified to support various assistive devices and/or software.

**Systemic Barriers:** barriers within an organization's policies, practices and procedures that do not consider accessibility.

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

The Municipality shall incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities, except where it is not practicable to do so. As such, **the Municipality has incorporated accessibility clauses into its Procurement Policy to reflect these requirements.** In the event it is not practicable to do so, an explanation will be provided upon request.

- **Self-service Kiosks**

The Municipality does not provide information or service using kiosks at this time. Should this change in the future, it will ensure accessibility compliance in design and procurement in acquiring self-service kiosks.

- **Training**

The Municipality will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members. Training will be provided as soon as practicable and whenever there are policy changes on an ongoing basis.

The Municipality provides the following accessibility training opportunities online:

- AODA Customer Service Standards
- AODA Integrated Accessibility Standards.

An alternative method of accessibility training can be provided upon request.

The Municipality will keep records of the training, including the date on which training is provided and the number of individuals to whom it is provided. The names of individuals trained will be recorded for training administration purposes, subject to the *Municipal Freedom of Information and Protection of Privacy Act* ("MFIPPA").

## **The Standards:**

### **1.0 Information and Communications Standards**

The Municipality is committed to meeting the communication needs of persons with disabilities in accordance with the IASR and will notify the public about the availability of accessible formats and communications supports as required.

- **Accessible Formats and Communication Standards**

Upon request, the Municipality will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at a cost that is no more than the regular cost charged to other persons.

In determining the suitability of an accessible format or communication support, the Municipality will consult with the person making the request. If the Municipality determines that information or communications are unconvertible, it shall provide the individual requesting the information or communication with an explanation as to why the information or communications are unconvertible and a summary of the unconvertible information or communications.

- **Feedback**

The Municipality has processes in place for receiving and responding to feedback and will ensure that these processes are provided in an accessible manner and with communication supports upon request.

The Municipality shall notify the public about the availability of accessible formats and communication supports with respect to the feedback process. Feedback can be provided via email ([email@huronshores.ca](mailto:email@huronshores.ca)) by phone (705-843-2033) or in person to the Municipal Office or by mail to:  
Municipality of Huron Shores  
P.O. Box 460  
7 Bridge Street, Iron Bridge, ON P0R 1H0.

- **Emergency Information**

The Municipality is committed to providing its publicly available emergency information in an accessible way, upon request. It will also provide employees with disabilities individualized emergency response information when necessary.

- **Accessible Website and Web Content**

The Municipality will consult with its IT consultant and Web provider to ensure it meets the required deadlines and conforms to the World Wide Web Consortium Web Content Accessibility Guidelines as required in the IASR.

The Municipality will ensure that any tenders for new websites will include compliance requirements.

## **2.0 Employment Standards**

The Municipality is committed to fair and accessible employment practices.

The employment standards in the IASR outline the requirements for the accommodation of persons with disabilities during the recruitment and hiring processes and throughout employment with the Municipality.

### • **Recruitment**

The Municipality shall notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.

Specifically, the Municipality shall:

- Include a clause in all job application notices advising that accommodations are available upon request;
- Consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that considers the applicant's accessibility needs, if the selected applicant requests an accommodation; and
- Notify successful applicants of the policies for accommodating employees with disabilities with the offers of employment.

### • **Informing Employees of Supports**

The Municipality's **Accessible Employment Regulation Policy** documents how the Municipality shall support its employees with disabilities, including, but not limited to, the provision of job accommodations that consider an employee's accessibility needs due to a disability.

This information shall be provided to new employees as soon as practicable after they begin their employment and shall be updated for all employees whenever there is a change to the existing policies.

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

As per the Municipality's Accessible Employment Regulation Policy, should an employee with a disability request an accessible format and/or communication support, the Municipality shall consult with the employee to provide or arrange for the provision of suitable accessible formats and communication supports for:

- Information that is needed to perform the employee's job; and
- Information that is generally available to employees in the workplace.

### • **Workplace Emergency Response Information**



The Municipality 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 Municipality is aware of the need for accommodation. The Municipality shall provide the information as soon as practicable after becoming aware of the need for accommodation.

If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the Municipality shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.

The Municipality shall review the individualized workplace emergency response information:

- When the employee moves to a different location in the organization,
- When overall accommodation needs or plans are reviewed, and
- When the employer reviews its general emergency response policies.

#### • **Documented Individual Accommodation Plans**

The Municipality will develop documented individual accommodation plans for employees with disabilities.

Individual accommodation plans shall:

- If requested, include any information regarding accessible format and communications supports;
- If required, include individualized workplace emergency response information; and
- Identify any other accommodation that is to be provided.

#### • **Return to Work Process**

The Municipality's Accessible Employment Regulation Policy documents the 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. The process outlines the steps the Municipality will take to facilitate the return to work of employees absent due to disability and include documented individual accommodation plans.

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

The Municipality is committed to improving employment performance and will take into account the accessibility needs and/or individual accommodation plans of employees when:

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

### **3.0 Transportation Standards**

The Municipality is not currently directly involved in the delivery of transportation services and therefore, the transportation standard is not applicable. The Municipality will review the standard again, should service provisions change into the future.

### **4.0 Design of Public Spaces Standards (Accessibility Standards for the Built Environment)**

The Municipality is committed to designing public spaces that are free from barriers and accessible to all persons we serve. The Municipality will comply with the design of public spaces standards with respect to public spaces that are newly constructed or redeveloped, including:

- Recreational trails and beach access routes;
- Outdoor public use eating areas like rest stops and picnic areas;
- Outdoor play spaces, like playgrounds in parks and local communities;
- Outdoor paths or travel, like sidewalks, ramps, stairs, curb ramps, rest areas;
- Service-related elements like service counters and waiting areas.

The Municipality shall ensure that all technical requirements are followed for public spaces that are newly constructed or redeveloped.

#### **• Consultation, Recreational Trails**

The Municipality shall consult on the following before construction of recreational trails:

1. The slope of the trail.
2. The need for, and location of, ramps on the trail.
3. The need for, location and design of,
  - a. Rest areas,
  - b. Passing areas,
  - c. Viewing areas,

- d. Amenities on the trail, and
- e. Any other pertinent feature.

The Municipality shall consult on the matters listed above by seeking input from the public and persons with disabilities.

- **Maintenance of Accessible Elements Procedure**

The Municipality will maintain the following procedures for preventative and emergency maintenance of accessible elements in its public spaces:

- Staff will regularly monitor the accessible public spaces elements implemented in their service area. Staff will actively monitor feedback submissions or notifications from the public that an accessible element requires maintenance and implement corrective actions, as necessary.
- Staff will report any issue or deficiency impacting the accessible public spaces element(s) in a timely manner within their service area for further review and/or follow up. Potential outcomes may include, the element undergoes a plan for remediation and/or emergency maintenance may take place, depending on the circumstances.
- Notice of temporary service disruptions of accessible elements shall be provided to the public and in accessible formats upon request.

## **5.0 Customer Service Standards**

The Municipality is committed to providing exceptional and accessible service for our customers. Goods and services will be provided in a manner that respects the dignity and independence to all customers. The provision of services to persons with disabilities will be integrated wherever possible.

Persons with disabilities will be given an opportunity equal to that given to others, to obtain, use or benefit from the goods and services provided by and on behalf of the Municipality.

The Accessibility Standards for Customer Service, O.Reg. 429/07 was revoked on July 1, 2016, as it was consolidated into the IASR. Under the customer service standards of the IASR, the following requirements are included:

- Establishment of policies for the provision of goods, services, and facilities to persons with disabilities;
- Use of service animals and support persons;
- Notice of temporary disruptions;
- Training;

- Feedback process; and
- Format of documents.

The Municipality has an Accessibility Standards for Customer Service Policy that establishes the customer service standard for all Municipality employees to provide accessible service to our customers and governs the manner of conduct to ensure the dignity and independence of all of our customers.

## **Policy Review and Revision:**

Reviews and revisions will be conducted in conjunction with the Multi-Year Accessibility Plan and Annual Status Report, or as required.

## **Changes to Existing Policies:**

Any Municipal policies that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed, as able.

## **Contact Information:**

For more information on the Multi-Year Accessibility Plan and Policies, please contact:

Natashia Roberts, CAO/Clerk and Accessibility Co-ordinator

Municipality of Municipality

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Email: [natashia@huronshores.ca](mailto:natashia@huronshores.ca) or [email@huronshores.ca](mailto:email@huronshores.ca)

## **Accessible Formats:**

If you require this document to be in an accessible format, please contact the Accessibility Co-ordinator as per above.