

Purpose:

Under the *Accessibility for Ontarians with Disabilities Act, 2005* all public and private sector organizations must meet the requirements of accessibility standards established by regulation. This policy establishes the Integrated Accessibility Standards in the areas of Employment and Information and Communication for the Town of Greater Napanee, in accordance with Ontario Regulation 191/11. This regulation came into force July 1, 2011.

The requirements set out in this policy and the Integrated Accessibility Regulation 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 other legislation.

Policy Statement and Organizational Commitment:

The Town of Greater Napanee is committed and guided by the four core principles of Dignity, Independence, Integration and Equal Opportunity and supports the full inclusion of persons as set out in the *Canadian Charter of Rights and Freedoms*, and the *Accessibility for Ontarians with Disabilities Act, 2005*.

This policy has been drafted in accordance with the Regulation and addresses how the Town of Greater Napanee will strive to ensure a fully accessible environment for all persons with disabilities. The Corporation will continue to build upon and improve its practices in addition to ensuring that it meets the accessibility needs of persons with disabilities in a timely manner, consistent with the specific requirements and time frames established in the Act and its regulations.

General Provisions

Multi-Year Accessibility Plan

The Town of Greater Napanee's Multi-Year Accessibility Plan outlines a phased-in strategy to prevent and remove barriers and addresses the current and future requirements of the AODA. The Town of Greater Napanee will report annually on the progress and implementation of the plan, post the information on the Town's website and will provide it in alternative formats upon request. The plan will be reviewed and updated at least once every five years.

Procuring or Acquiring Goods, Services or Facilities

The Town of Greater Napanee will have regard for accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practical to do so (in which case, if requested, an explanation will be provided.)

Self-Service Kiosk

The Town of Greater Napanee shall have regard to accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.

Information and Communication Standard

The Town of Greater Napanee will create, provide and receive information and communications in ways that are accessible to people with disabilities, upon request.

- Accessible formats may include, but are not limited to large print, recorded audio and electronic formats and braille; and
- Communication supports may include but are not limited to captioning, plain language and sign language

If we are unable to convert the requested information or communications, the Town of Greater Napanee will provide an explanation about why the materials are not convertible and we will provide a summary of the requested information or communications.

Notice to the public about our commitment to provide materials in an accessible format or with communications supports, upon request is posted at the front entrances/counters at all our office locations and on our website.

Accessible Formats and Communication Supports

The Town of Greater Napanee shall provide or arrange for accessible formats and communication supports for persons with disabilities:

- Upon request, in a timely manner that takes into account the persons' accessibility needs due to a disability;
- At a cost that is no more than the regular cost charged to other persons;
- In consultation with the person making the request to determine the suitability of an accessible format or communication support.

The public shall be notified about the availability of accessible formats and communication supports.

Accessibility Policies Available to the Public

Our accessibility policies to persons with disabilities are available on our website and in hard copy at all of our locations. The Town of Greater Napanee will provide our accessibility policies to persons with disabilities in an accessible format, upon request.

Training

The Town of Greater Napanee will ensure that training is provided to all employees on the requirements of the accessibility standards referred to in the Regulation and on the Human Rights Code as it pertains to persons with disabilities. Training will be developed and implemented by January 1, 2014. Ongoing training will be provided to new employees as soon as practicable. If any changes are made to this policy or the requirements training will be provided. The Town shall maintain a record of the dates when training is provided and the number of individuals to whom it was provided.

Feedback

The Town of Greater Napanee has a process in place for receiving and responding to feedback and will ensure that those processes are provided in accessible formats and with communication supports upon request. The Town of Greater Napanee will notify the public about the availability of accessible formats and communication supports.

Emergency Information

The Town of Greater Napanee will provide its emergency procedures, plans or public safety information which are made available to the public, in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Website Accessibility

The Town of Greater Napanee shall make any new web content on its internet website conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A, by January 1, 2014. By January 1, 2021 all internet websites and web content in the Province of Ontario will conform with WCAG 2.0 Level AA.

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. It applies in respect to employees and does not apply to volunteers and other non-paid individuals.

The requirements of the Employment Standard shall be met by the Town of Greater Napanee by January 1, 2014 unless otherwise specified.

Recruitment:

The Town of Greater Napanee 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;
- Consult with the applicant and provide or arrange for the provision of a suitable accommodation that takes into account the applicant's disability, if a selected applicant requests an accommodation;
- Notify successful applicants of the policies for accommodating employees with disabilities.

Employee Notification:

The Town of Greater Napanee 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, to new employees, as soon as practicable after they begin their employment;
- Whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.

Accessible Formats:

When an employee with a disability requests it, Town of Greater Napanee 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;
- For information that is generally available to employees in the workplace; and
- In consultation with the employee making the request in determining the suitability of an accessible format or communication support.

Individual Accommodation Plan (IAP):

The Town of Greater Napanee shall have in place a written process for the development of a documented individual accommodation plan for employees with a disability. The process will 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 Town of Greater Napanee may request an evaluation by outside medical or other expert, at our expense, to assist with determining accommodation and how to achieve accommodation;
- Employee may request the participation of a representative from their bargaining agent, where represented, or otherwise a representative from the workplace not from a bargaining agent;
- Steps 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 reasons for denial are to be provided to the employee;
- A format that takes into account the employee's disability needs;
- If requested, any information regarding accessible formats and communication supports provided;
- Identification of any other accommodation that is to be provided.

Return to Work:

The Town of Greater Napanee 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 accommodations in order to return to work. Such processes will be documented and will outline the steps that the Town of Greater Napanee will take to facilitate the return to work and include an individual accommodation plan.

Performance Management, Career Development & Advancement, and Redeployment:

The Town of Greater Napanee will take into account the accommodation needs and/or individual accommodation plans of employees when:

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

Workplace Emergency Response Information:

The Town of Greater Napanee 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 the need for accommodation due to the employee's disability;
- With the employee's consent, to the person designated by the Town of Greater Napanee to provide assistance to the employee if required;
- As soon as practicable after becoming aware of the need for accommodation due to the employee's disability;
- And will 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.

Transportation Standard:

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

The Town of Greater Napanee is not a provider of specialized or public transit however, will meet the accessible taxi needs of the community.

- Ensure taxicabs do not charge a higher fare or additional fee to persons with disabilities;
- Ensure taxicabs do not charge a fee for stowage of assistive devices;
- Ensure taxicabs have appropriate information displayed both the rear bumper and available in an accessible format to passengers.