



Corporation of the Township of Killaloe,  
Hagarty and Richards



**Accessibility Policy**  
**2013**

# Table of Contents

<b>Policy Requirements.....</b>	<b>4</b>
Policy .....	4
Purpose .....	4
Application .....	4
Principles .....	4
<b>Policy Requirements.....</b>	<b>5</b>
General Standards.....	5
Establishment of Accessibility Plans and Policies .....	5
<b>Accessible Formats &amp; Communication Supports.....</b>	<b>6</b>
Accessible Formats & Communication Supports .....	6
<b>Procurement of Goods, Services &amp; Facilities .....</b>	<b>7</b>
Procurement of Goods, Services & Facilities .....	7
Training.....	7
Feedback.....	7
Documentation.....	7
<b>Customer Service Standards.....</b>	<b>8</b>
Assistive Devices .....	8
Service Animals .....	8
Support Persons .....	8
Admission Fees .....	9
Notice of Service Disruption.....	9

# Table of Contents

<b>Information &amp; Communication Supports .....</b>	<b>10</b>
Communication.....	10
Accessible Website and Web Content .....	10
Emergency Procedures, Plans and Information .....	10
<b>Employment Standards .....</b>	<b>11</b>
Recruitment .....	11
Employee Supports .....	11
Accessible Formats and Communication Supports for Employees .....	11
Workplace Emergency Response Information .....	11
Documented Individual Accommodation Plans .....	12
Return to Work Process.....	12
Performance Management & Career Development & Redeployment .....	12
Monitoring/Contraventions .....	12
<b>Design of Public Spaces .....</b>	<b>13</b>
Design of Public Spaces .....	13
<b>References &amp; Legislative &amp; Administrative Authorities .....</b>	<b>14</b>
References .....	14
Legislative and Administrative Authorities.....	14
<b>Integrated Accessibility Standards Timeline .....</b>	<b>15</b>

# Policy Statement

## Policy

The Corporation of the Township of Killaloe, Hagarty and Richards is committed to providing quality goods and services that are accessible to all persons that we serve. We are committed to providing equal treatment to people with disabilities with respect to the use and benefit of services, programs, goods and facilities that are made available through the Municipality in a manner that respects their dignity and that is equitable in relation to the broader public.

## Purpose

This policy is intended to provide the general framework to guide the review and development of other Township of Killaloe, Hagarty and Richards policies, standards, procedures, By-Laws and guidelines to comply with the standards developed under the Accessibility for Ontarians with Disabilities Act 2005, S.O. 2005, c. 11 (the AODA) and the Human Rights Code as it pertains to people with disabilities; Human Rights Code, R.S.O. 1990, c. H.19.

## Application

This policy applies to all Municipal employees, volunteers, and to any individual or organization that provide goods, services or facilities to the public or other third parties on behalf of the Township of Killaloe, Hagarty and Richards.

## Principles

The Township of Killaloe, Hagarty and Richards is committed to providing its services, programs, goods and facilities, to people with disabilities in a manner that;

- Is free from discrimination;
- Provides Accessible Formats and Communication Supports where possible
- Seeks to provide integrated services
- Provides an opportunity equitable to others to obtain, use and benefit from the goods or services and ;
- Takes into consideration a person's disability

# Policy Requirements

## General Standards

The Township of Killaloe, Hagarty and Richards is a designated public sector organization under the AODA and is committed to meeting the accessibility needs of people with disabilities.

## Establishment of Accessibility Plans and Policies

The Township of Killaloe, Hagarty and Richards shall produce a multi-year Accessibility Plan. The plan will be posted on the Municipality's website and shall be made available in an accessible format and with communication supports, upon request.

The plan will be reviewed annually and updated if necessary.

The Township of Killaloe, Hagarty and Richards maintains policies governing how the Municipality shall meet its requirements under the AODA, and the Municipality shall provide policies in an accessible format, upon request.



# Accessible Formats & Communication Supports

## Accessible Formats and Communication Supports

The Township of Killaloe, Hagarty and Richards, shall, upon request, and in consultation with the person making the request, if feasible/practicable, provide or make arrangements to present accessible formats and communication supports for persons with disabilities. Accessible formats and communication supports shall be provided in a timely manner, taking into account the person's accessibility needs and at a cost that is no more than the regular cost charged to other persons.

This does not apply to products and product labels, unconvertible information or communications and information that the Township of Killaloe, Hagarty and Richards does not control directly or indirectly. If it is determined that information or communications are unconvertible, the Municipality shall provide the person requesting the information with:

- (a) an explanation as to why the information or communications are unconvertible;
- (b) a summary of the unconvertible information or communications.



# Procurement of Goods, Services and Facilities

## Procurement of Goods, Services and Facilities

The Corporation of the Township of Killaloe, Hagarty and Richards is committed to integrating accessibility considerations into our procurement processes. We ask potential suppliers to tell us about the accessible options they offer. We include accessibility considerations in our evaluation criteria.

### Training

All Municipal employees, volunteers and third parties providing goods and services on behalf of the Township of Killaloe, Hagarty and Richards shall be required to undergo training on the requirements of the AODA accessibility standards and on the Human Rights Code as it pertains to persons with disabilities. The training provided shall be appropriate to the duties of the employee, volunteer or third party. Training shall take place and be updated as soon as it is practicable and upon completion, the Township of Killaloe, Hagarty and Richards shall keep a record of the training provided including the dates on which the accessibility training took place.

### Feedback

The Township of Killaloe, Hagarty and Richards is committed to providing high quality goods and services to all members of the public or third parties it serves. Feedback from the public or third parties is welcomed as it may identify areas that require change and encourage continuous service improvements. Feedback on how the goods and services that the Township of Killaloe, Hagarty and Richards provides will be responded to, documented and tracked. Feedback may be given by phone; 613-757-2300, by e-mail; [info@khrtownship.ca](mailto:info@khrtownship.ca) and in person at the Municipal Office; 1 John St, Killaloe, Ontario. Feedback shall be accepted in accessible formats and with other communication supports as required.

### Documentation

This policy shall be maintained on the Township of Killaloe, Hagarty and Richards's website [www.killaloe-hagarty-richards.ca](http://www.killaloe-hagarty-richards.ca) and provided to individuals, upon request, if feasible/practicable, in the appropriate format or communication support.

# Customer Service Standards

## Assistive Devices

Municipal employees, volunteers and third party contractors, if feasible/practicable, shall accommodate the use of personal assistive devices. It should be noted that it is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

An assistive device is used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations covered by the Customer Service Act.

## Service Animals

Municipal employees, volunteers and third party contractors, if feasible/practicable, shall accommodate the use of service animals by people with disabilities who are accessing the Township of Killaloe, Hagarty and Richards services, or goods unless the animal is otherwise excluded by law, such as food preparation areas as prohibited by Food Premises, R.R.O. 1990, Reg. 562 under the Health Protection and Promotion Act, R.S.O. 1990, c. H.7. Service Animals are defined, as per Section 4(9) of the Accessibility Standards for Customer Service, O. Reg. 429/07, as follows:

“an animal is a service animal for a person with a disability:

(a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability;

or

(c) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.”

## Support Persons

Where a person with a disability accessing the Township of Killaloe, Hagarty and Richards’s goods or services is accompanied by a support person, Municipal employees, volunteers and third party contractors shall ensure that both persons are permitted to enter the premises together and shall ensure that the person with a disability can access the support person while on the premises.

Support Person- is defined, per Section 4(8) Accessibility Standards for Customer Service, O.Reg. 429/07, as follows;



# Customer Service Standards Cont'd

“a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.”

## Admission Fees

If the Township of Killaloe, Hagarty and Richards charges an admission fee in connection with a support person's presence to an event or function, the Municipality will ensure that notice is given in advance about the amount, if any, that is payable in respect of the support person accompanying a person with a disability.

## Notice of Service Disruption

Temporary disruptions in the goods and services that the Township of Killaloe, Hagarty and Richards provide may occur due to reasons that may or may not be within our control or knowledge.

The Township of Killaloe, Hagarty and Richards will make reasonable effort to provide notice of the disruption to the public or third parties including information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that may be available. The Township of Killaloe, Hagarty and Richards will make reasonable efforts to provide prior notice of the planned disruption if possible, recognizing that in some circumstances such as in the situation of unplanned temporary disruption(s), advance notice will not be possible. In such cases, the Township of Killaloe, Hagarty and Richards will give notice as soon as possible.

Such notice may be provided by a variety of methods, depending on the circumstances, and may include postings in conspicuous/visible places at the affected premises, other Municipal facilities and the Municipal's website; [www.killaloe-hagarty-richards.ca](http://www.killaloe-hagarty-richards.ca).



# Information & Communication Support Standards

## Communication

The Township of Killaloe, Hagarty and Richards is committed to making government information and communications accessible to people with disabilities. When communicating with a person with a disability, municipal employees, volunteers and third party contractors shall do so in a manner that takes into account the person's disability.

## Accessible Websites and Web Content

Internet websites and web content controlled by the Township of Killaloe, Hagarty and Richards or through a contractual relationship that allows for modification of the product shall conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at a Level A and AA in accordance with the schedule set out in the AODA Integrated Accessibility Standards.

## Emergency Procedures, Plans and Information

The Township of Killaloe, Hagarty and Richards shall provide all existing public emergency procedures, plans and public safety information, upon request in an accessible format or with appropriate communication supports in a timely manner.



# Employment Standards

## Recruitment

The Township of Killaloe, Hagarty and Richards shall post information about the availability of accommodations for applicants with disabilities in its recruitment process. The Municipality shall consult with any applicant who requests an accommodation in a manner that takes into account the applicant's disability. Successful applicants shall be notified about the Municipality's policies for accommodating employees with disabilities as part of their offer of employment.

## Employee Supports

The Township of Killaloe, Hagarty and Richards will inform employees of the policies used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs. The Municipality will provide updated information to all employees 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 disability.

## Accessible Formats and Communication Supports for Employees

Upon an employee's request, the Township of Killaloe, Hagarty and Richards shall consult with the employee to provide or arrange for the provision and suitability of accessible formats and communication supports for;

- (a) information that is needed in order to perform the employee's job; and
- (b) information that is generally available to employees in the workplace.

## Workplace Emergency Response Information

If an employee's disability is such that workplace emergency response information is necessary and the Township of Killaloe, Hagarty and Richards is aware of the need for accommodation, this information shall be provided to appropriate employee(s). In addition, this information shall be provided, with the employee's consent, to the person(s) designated to provide assistance. The information shall undergo review when the employee moves to a different location, when the employee's overall accommodation needs or plans are reviewed and when the Municipality reviews its emergency plan.

# Employment Standards Cont'd

## Documented Individual Accommodation Plans

Documented individual accommodation plans shall be developed and maintained for employees with disabilities. These plans will be in writing, shall include information regarding accessible formats and communication supports, and individualized workplace emergency response information.

## Return to Work Process

The Township of Killaloe, Hagarty and Richards shall have in place a documented return to work process for employees returning to work who require disability-related accommodations. This return to work process shall outline the steps that the Municipality shall take to facilitate the return to work (see Human Resources Policies and Procedures for The Corporation of the Township of Killaloe, Hagarty and Richards; Policy G-5 Return to Work Program-Temporary Accommodation, page 87).

## Performance Management and Career Development and Redeployment

The Township of Killaloe, Hagarty and Richards shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans when providing career development, performance management and when considering redeployment.

## Monitoring/Contraventions

The failure to comply with the AODA regulations can result in administrative penalties. Supervisors and managers shall monitor current practices to ensure compliance. Failure to comply with this Policy may result in disciplinary action, up to and including dismissal.



# Design of Public Spaces

## Design of Public Spaces

The Township of Killaloe, Hagarty and Richards is committed to greater accessibility in, out of, and around the buildings we use. Our focus is on removing barriers within our public spaces and buildings.



# References & Legislative & Administrative Authorities

## References

- AODA
- AODA Customer Service Regulation

## Legislative and Administrative Authorities

Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005 c. 11

Accessibility Standards for Customer Service, O. Reg. 429/07

Integrated Accessibility Standards, O. Reg. 191/11

Human Rights Code, R.S.O. 1990, c. H.19

Human Resources Policies and Procedures for the Corporation of the Township of Killaloe, Hagarty and Richards, 2011, By-Law NO. 29-2011



# Integrated Accessibility Standards Timeline

## GENERAL

<b>Establishment of Accessibility Policies</b>	2014	<ul style="list-style-type: none"> <li>• Make policy available</li> <li>• Alternate format upon request</li> </ul>
<b>Accessibility Plans</b>	2014	<ul style="list-style-type: none"> <li>• Develop multi-year plan</li> <li>• Post plan on website</li> <li>• Consult with the public</li> <li>• Alternate format upon request</li> <li>• Review/update at least every five years</li> <li>• Include accessibility criteria when procuring goods and services</li> </ul>
<b>Self Service Kiosks</b>	2014	<ul style="list-style-type: none"> <li>• Include accessibility features for self-service kiosks</li> </ul>
<b>Training</b>	2015	<ul style="list-style-type: none"> <li>• Ensure training on requirements of the ISAR and HRC</li> <li>• Records kept</li> </ul>

## INFORMATION AND COMMUNICATION

<b>Feedback</b>	2015	<ul style="list-style-type: none"> <li>• Accessible feedback process including accessible formats and communication supports upon request</li> <li>• Notify the public of the availability of accessible formats and communication supports</li> </ul>
<b>Accessible Formats and Communication Supports</b>	2016	<ul style="list-style-type: none"> <li>• Provision of accessible formats and communication supports</li> <li>• Provided in a timely manner at a cost no greater than the cost to others</li> <li>• Consult with the person in determining the suitability of an alternative format or communication support</li> <li>• Notify the public of the availability of accessible formats and communication supports</li> </ul>

<b>Accessible Websites and Web Content</b> <ul style="list-style-type: none"> <li>• WCAG 2.0 Level A</li> <li>• WCAG 2.0 Level AA</li> </ul>	<p>2014</p> <p>2021</p>	<ul style="list-style-type: none"> <li>• New websites and web content on those sites must conform with WCAG 2.0 A</li> <li>• All website and content on those sites must conform with WCAG 2.0 AA</li> </ul>
<h2 style="background-color: #76b82a; color: white; padding: 5px;">Employment</h2>		
<b>Recruitment</b>	<p>2015</p>	<ul style="list-style-type: none"> <li>• Notify public and employees about availability of accommodation during recruitment</li> </ul>
<b>Recruitment, Assessment or Selection Process</b>	<p>2015</p>	<ul style="list-style-type: none"> <li>• During recruitment employer to notify applicant at assessment stage that accommodation is available on request</li> <li>• Consultation regarding provision of accommodation</li> </ul>
<b>Notice to Successful Applicants</b>	<p>2015</p>	<ul style="list-style-type: none"> <li>• Notify successful candidates of accommodation policies</li> </ul>
<b>Informing Employees of Supports</b>	<p>2015</p>	<ul style="list-style-type: none"> <li>• Inform employees of policies that support employees with disabilities, including job accommodations</li> </ul>
<b>Accessible Formats and Communication Supports for Employees</b>	<p>2015</p>	<ul style="list-style-type: none"> <li>• Provide accessible formats and communication supports for: <ul style="list-style-type: none"> <li>▪ Information that is needed to perform the job</li> <li>▪ Information that is generally available to all employees in the workplace</li> </ul> </li> <li>• Employer must consult with the employee in determining the suitability of the accessible format or communication support</li> </ul>
<b>Workplace Emergency Response</b>	<p>2012</p>	<ul style="list-style-type: none"> <li>• Provide individual workplace emergency response information to employees, as necessary</li> <li>• If assistance is necessary in the event of an emergency it will be arranged</li> <li>• Emergency response information must be reviewed</li> </ul>
<b>Documented Individual Accommodation Plans</b>	<p>2015</p>	<ul style="list-style-type: none"> <li>• Written process for developing individual accommodation plans include;</li> </ul>



		<ol style="list-style-type: none"> <li>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</li> <li>2. The means by which the employee is assessed on an individual basis.</li> <li>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.</li> <li>4. The manner in which the employee can request the participation of representative from their Union, where the employee is represented by their Union, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.</li> <li>5. The steps taken to protect the privacy of the employee's personal information.</li> <li>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</li> <li>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</li> <li>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</li> </ol> <ul style="list-style-type: none"> <li>• Individual accommodation plans shall include, as required; <ul style="list-style-type: none"> <li>▪ Information on Accessible Format</li> <li>▪ Workplace emergency response information</li> <li>▪ Other accommodation</li> </ul> </li> </ul>
<b>Return to Work</b>	2015	<ul style="list-style-type: none"> <li>• Develop and have in place a documented return to work process for employees with disabilities</li> </ul>
<b>Performance Management</b>	2015	<ul style="list-style-type: none"> <li>• If performance management is used, the employer must take into consideration the accessibility needs</li> </ul>

		of the employee, and individual accommodation plans when using the process
<b>Career Development and Advancement</b>	2015	<ul style="list-style-type: none"> <li>• If career development provides career development and advancement, the employer must take into consideration the accessibility needs of the employee, and individual accommodation plans when using the process</li> </ul>
<b>Redeployment</b>	2015	<ul style="list-style-type: none"> <li>• If redeployment is used, the employer must take into consideration the accessibility needs of the employee, and individual accommodation plans when using the process</li> </ul>
<b>Design of Public Spaces</b>		
<b>Design Criteria</b>	2016	<ul style="list-style-type: none"> <li>• Use the design criteria for the design of public spaces</li> </ul>