

<b>The Township of Horton Policy and Procedures</b>			
<b>SECTION:</b> ACCESSIBILITY POLICIES			<b>POLICY #</b> K-01
<b>POLICY:</b> Integrated Accessibility Standards Regulation (IASR) Policy			
<b>DATE:</b> 2015	<b>REV. DATE:</b> September 2023 By-law 2023-40	<b>COVERAGE:</b> All Employees and Volunteers	<b>PAGE #:</b> 1 of 6

**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 Regulation in the areas of Employment Standards, Information and Communication and for the Corporation of the Township of Horton in accordance with Ontario Regulation 191/11.

**POLICY STATEMENT & ORGANIZATIONAL COMMITMENT:**

The Corporation of the Township of Horton is committed and guided by the four core principles of Teamwork, Respect, Integrity, and Pride and supports the full integration of persons as set out in the Canadian Charter of Rights and Freedoms, and the Accessibility for Ontarians with Disabilities Act, 2005.

The Township of Horton shall ensure that we meet the needs of people with disabilities, in a timely manner, through the implementation of this policy.

This Policy and its related procedures apply to the following, unless otherwise stated:

- All Township employees, volunteers, and any individual or organization that provides goods, services, or facilities to the public or other third parties on behalf of the Township, in accordance with the legislation.

**DEFINITIONS:**

In this policy, these terms have the following meanings:

**Accessible Formats** – includes, but not limited to, large print, recorded audio and electronic formats, Braille and other formats available to persons with disabilities;

**Accommodation** – means the special provisions made so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person’s needs;

**Communication Supports** – includes, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

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**Disability** – means:

- i. Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, and degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a service animal or on a wheelchair or other remedial appliance or device;
- ii. A condition of mental impairment or a development disability;
- iii. A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- iv. A mental disorder; or
- v. An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

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

**Third Party** – means a representative of a business or organization who is receiving Township goods or services or acting in an official capacity.

**Township** – is defined as the Corporation of the Township of Horton;

**GENERAL PROVISIONS:**

**Accessibility Plan**

The Township of Horton shall prepare a Multi-Year Accessibility Plan that outlines a phased-in strategy to prevent and remove barriers and addresses the current and future requirements of the AODA. The Township of Horton will report annually on the progress and implementation of the plan, post the information on the Township website, and will provide it in accessible formats upon request. The plan will be reviewed and updated by staff at least once every five years.

**Procurement**

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When procuring goods, services, or facilities, the Township shall incorporate accessibility criteria and features, unless it is not feasible (practicable). If not practicable, the Township shall provide an explanation, upon request.

### **Training**

All Township employees, volunteers and third parties providing goods and services on the Township's behalf 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. Training was developed and implemented January 1, 2015. The training provided shall be appropriate to the duties of the employee, volunteer or third party. Training shall take place as soon as it is practicable and upon completion, the Township shall keep a record of the training provided including the dates on which accessibility training took place.

## **INFORMATION AND COMMUNICATION STANDARD**

### **Feedback on Township Services**

The Township has established a process for receiving and responding to feedback on the way the Township provides goods and services to persons with disabilities and will ensure that these processes are provided in accessible formats and with communication supports upon request. Members of the public may provide feedback through the Township's website, through the Contact Us email address, by telephone at 613-432-6271, and in person.

### **Accessible Formats and Communication Supports**

Except as otherwise provided by the AODA, the Township of Horton shall, upon request, and in consultation with the person making the request, provide or plan to provide accessible formats and communication supports for persons with disabilities. Accessible formats and communication supports shall be provided in a timely manner, considering 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 does not control directly or indirectly through a contractual relationship. If it is determined that information or communications

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are unconvertible, the department shall provide the person requesting the information or communication with:

- a) An explanation as to why the information or communication are unconvertible;
- b) A summary of the unconvertible information or communications

### **Emergency Information**

When the Township of Horton prepares emergency procedures, plans or public safety information and makes the information available to the public, the information will be available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

### **Website Accessibility**

The Township of Horton shall make their internet website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0. Any new web content will conform to WCAG 2.0. On January 1, 2021 all internet website and web content conformed to 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.

### **Recruitment**

The Township of Horton 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, the Township of Horton shall consult with the applicant and provide or arrange for the provision of a suitable accommodation that takes into account the applicant's disability;

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- Notify successful applicants of the policies for accommodating employees with disabilities

### **Employee Supports**

The Township of Horton will inform employees of the policies used to support employees with disabilities, including policies on the provision of job accommodations that consider an employee's accessibility needs due to disability. The Township will provide this information to new employees as soon as practicable after they begin their employment and provide updated information to all employees whenever there is a change to existing policies on the provision of job accommodation that considers an employee's accessibility needs due to disability.

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

In addition, and where an employee with a disability makes a request, the Township of Horton 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.

### **Workplace Emergency Response Information**

If an employee's disability is such that workplace emergency response information is necessary and the Township is aware of the need for accommodation, this information shall be provided to employees. In addition, this information shall be provided, with the employee's consent, to the person 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 Township reviews its general emergency response plan.

#### **Documented Individual Accommodation Plan**

A written process for the development and maintenance of documented individual accommodation plans shall be developed for employees with disabilities. If requested,

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these plans shall include information regarding accessible formats and communication supports. If requested, the plans shall include individualized workplace emergency response information.

### **Return to Work Process**

The Township shall have in place a documented “Return to Work” process for employees returning to work due to disability and requiring disability-related accommodations. This “Return to Work” process shall outline the steps that the Township shall take to facilitate the return to work.

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

The Township shall consider 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.

### **REVIEW PERIOD**

This policy shall be reviewed annually by staff and will be revised considering any legislative or organizational changes.

### **REGULATORY REQUIREMENTS**

An Administrative Monetary Penalties scheme is being established under the AODA. The scheme will allow the Accessibility Directorate or a designate to issue an order against a person, organization, or corporation to pay a penalty amount as a result of non-compliance with the AODA or the accessibility standard.