



The Corporation of the Municipality of Northern Bruce Peninsula
Policy: Integrated Accessibility Standards

Policy Number: 2021-27

Approved by By-law: 2021-27

Administered by: Clerk's Department

Purpose and Organizational Commitment

The Municipality of Northern Bruce Peninsula (the Municipality) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws. The Municipality is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code with respect to non-discrimination. The Municipality is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities. Our accessible customer service policy is consistent with the principles of independence, dignity, integration, and equal opportunity for people with disabilities.

This policy establishes the Integrated Accessibility Standards Regulations (IASR) in the areas of Information and Communications, Employment, Transportation, Design of Open Spaces and Customer Service for the Municipality of Northern Bruce Peninsula.

This policy recognizes that the IASR does not replace or affect existing legal obligations under the Human Rights Code or other laws respecting the accommodation of people with disabilities. Identified within this policy are measures that the Municipality intends on undertaking to fulfill ISAR requirements within the required timelines.

Definitions

The following definitions are applicable to this policy:

Accessible: capable of being entered or reached, easy to get at; obtainable; easy to understand or appreciate.

Accessible Formats: may include, but are not limited to, large print, recorded audio and electronic formats, Braille, and other formats usable by persons with disabilities.

Accommodation: the special arrangement made, or assistance provided so that people with disabilities can participate in experiences.

AODA: Accessibility for Ontarians with Disabilities Act

Assistive Device: a technical aid, communication device, or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them, such as a wheelchair, walker, or a personal oxygen tank, and that might assist in hearing, seeing, communicating, moving, breathing, remembering, or reading.

Beach Access Routes: routes that are constructed and are intended for pedestrian use by the public and that provide access from off-street parking facilities, recreational trails, exterior paths of travel and amenities to an area of a beach that is intended for recreational use by the public.

Communication Supports: may include, but are not limited to, captioning, plain language, sign language and other supports that facilitate effective communications.

Disability: as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:

- 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, any 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 guide dog or other animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a developmental disability;
- A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide dog: a highly trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons' Rights Act, to provide mobility, safety, and increased independence for people who are blind.

Maintenance: activities that are intended to keep existing public spaces and elements in existing public spaces in good working order or to restore the spaces or elements to their original condition, examples of which include painting and minor repairs.

Mobility Aid: a device used to facilitate the transport, in a seated posture, of a person with a disability.

Mobility Assistive Device: a cane, walker, wheelchair, scooter, or similar aid.

Recreational Trails: public pedestrian trails that are intended for recreational and leisure purposes.

Redeployment: the reassignment of employees to other departments or jobs within the organization as an alternative to layoff when a particular job or department has been eliminated.

Service animal: A service animal for a person with a disability if:

1. The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, because of visual indicators such as the vest or harness worn by the animal; or
2. The person provides documentation from a member of one of the following regulated health professional colleges confirming that the person requires the animal for reasons relating to the disability:
 - College of Audiologists and Speech-Language Pathologists of Ontario;
 - College of Chiropractors of Ontario;
 - College of Nurses of Ontario;
 - College of Occupational Therapists of Ontario;
 - College of Optometrists of Ontario;
 - College of Physicians and Surgeons of Ontario;
 - College of Physiotherapists of Ontario;
 - College of Psychologists of Ontario; or
 - College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

Support person: in relation to a person with a disability, another person who accompanies them in order to help with communication, mobility, personal care, medical needs, or access to goods and services. Examples of a support person may include, but is not limited to, sign language interpreters, a guide for a person with vision loss, and a personal care assistant.

Unconvertible: not technically feasible to convert the information or communications or that technology to convert the information or communications is not readily available.

General Provisions

Multi-Year Accessibility Plan

The Municipality's Multi-Year Accessibility Plan outlines a phased-in strategy to prevent and remove barriers and address the current and future requirements of the AODA. The plan will also outline various undertakings that have occurred in the past five years to improve accessibility. The Municipality will report annually on the progress and implementation of the plan, will post the report on the municipal website, and will provide a copy of the report in an alternative format, upon request. The plan will be reviewed and updated every five years by the Accessibility Coordinator in consultation with the Senior Management Team. Feedback from members of the public will be incorporated into the plan where possible.

Procuring or Acquiring Goods, Services or Facilities

The Municipality will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. Where it is not possible to do so, an explanation will be provided.

Contractors and successful proponents conducting work on behalf of the Municipality shall consider accessibility when purchasing goods or services in accordance with the Municipality's Procurement Policy and incorporate accessible designs and features where possible. All final documents provided to the Municipality must conform to Web Content Accessibility Guidelines (WCAG) 2.0, Level AA. If requested, the contractor/proponent shall provide written proof that all employees have been trained as required under the Accessibility for Ontarians with Disabilities Act. The contractor/proponent shall be aware and sensitive to accessibility needs.

Training

Regardless of the format, whether it be online or in person, training will cover the following:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005;
- A review of the requirements of the customer service standards;
- A review of the Human Rights Code and sections applicable to accessibility;
- Instructions on how to interact and communicate with people with various types of disabilities;
- Instructions on how to interact with people with disabilities who use assistive devices; require the assistance of a guide dog or other service animal; or require the use of a support person;
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities;

- Instructions on what to do if a person with a disability is having difficulty accessing our services; and
- Policies, procedures, and practices of the company pertaining to providing accessible customer service to customers with disabilities.

Training Schedule

The Municipality of Northern Bruce Peninsula will provide training as soon as practicable.

Training will be provided to new employees, volunteers, agents, and contractors (typically during the orientation process). Revised training will be provided in the event of significant changes to legislation, procedures, policies, or practices.

Record of Training

The Municipality of Northern Bruce Peninsula will keep a record of training that includes the dates training was provided, type of training provided, names of participants, and the number of employees who attended the training. Training records are confidential and participant names are recorded for administration purposes only and are subject to the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

Public Meetings and Events

The Municipality will make a strong effort to ensure that meetings and/or events are accessible so that people with disabilities are able to attend and participate to the fullest.

Municipal staff and organizers will reference and utilize Schedule “B” to By-law No. 2021-27, Being a By-Law to Establish Policies and Procedures for Integrated Accessibility Standards Regulations for the Municipality of Northern Bruce Peninsula, when planning a meeting and/or event.

Reporting

The Municipality is obligated to:

- File an accessibility compliance report every two years and post a copy of the report approved by Council on the municipal website.
- Prepare a public report adopted by Council outlining accessibility progress within the last calendar year to be posted on the municipal website.

Information and Communications Standard

Accessible Formats and Communication Supports

The Municipality shall notify customers that documents are available upon request and in a format that considers the customer’s disability. Notification will be given by posting

information on the municipal website. Upon request, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

The Municipality will create, provide and receive information and communications in ways that are accessible to people with disabilities.

If the Municipality determines that it is not technically feasible to convert the information or communications, or the technology to convert the information or communication is not readily available, we will be obligated to provide the person that requires the information with an explanation as to why the information or communications are unconvertible and a summary of the unconvertible information or communications.

Website and Social Media

All documents posted on the municipal website will conform to Web Content Accessibility Guidelines (WCAG) 2.0, Level AA.

Municipal staff will ensure that all final versions of plans, strategies, and presentations provided by third-party contractors comply with WCAG when being posted on the municipal website.

Staff will incorporate tips for creating accessible documents when preparing public documents. Departments will ensure their documents are meeting accessibility guidelines prior to posting on the municipal website and/or linking to the Facebook page.

Municipal staff will continually update the municipal website to make information as navigable, understandable, and accessible as possible.

The municipal Facebook Page acts an additional avenue to making municipal information accessible to members of the public. Staff will consider accessibility when creating social media content.

Emergency Information

All municipal emergency procedures, plans and/or public safety information available to the public shall be provided in an accessible format. Upon request, the Municipality shall provide the emergency information in an alternate format, where possible.

The municipal Emergency Response Plan, attached as Schedule "D" to By-law 2021-27 establishes processes and procedures for appropriate responses to major emergencies, and assigns roles and responsibilities for the implementation and execution of the plan in the event of an emergency. The guidelines shown in this plan are intended to keep the employees of the Municipality of Northern Bruce Peninsula prepared if facilities become unsafe. An Individualized Emergency Response Plan Form will be completed by the

applicable supervisor/manager and/or Chief Administrative Officer and employee where an employee may require assistance in the event of a workplace emergency.

Employment Standard

The Employment Standard is applicable to employees and excludes volunteers and non-paid individuals.

The Municipality of Northern Bruce Peninsula welcomes and encourages applications from people with disabilities.

Recruitment

The Municipality will notify employees, job applicants and the public that accommodations can be made during the recruitment and hiring process. The Municipality notifies applicants when they are individually selected to participate in an interview or selection process that accommodations are available upon request. The Municipality consults with applicants and provides or arranges for suitable accommodation.

Notice to Successful Applicants

The Municipality notifies successful applicants of policies for accommodating employees with disabilities when making offers of employment.

Informing Employees of Supports

The Municipality notifies staff that supports are available for those with disabilities as soon as practicable after they begin their employment.

The Municipality provides information to employees of existing policies in place to support employees with disabilities, including workplace accommodations. Employees will be made aware of any changes to accessibility policies and/or significant changes in legislations.

Accessible Formats for Employees

Where needed, the Municipality will also provide customized emergency information to assist an employee with a disability during an emergency. With the employee's consent, the Municipality will provide workplace emergency information to a designated person who is aiding that employee during an emergency.

The employer will review all Individual Workplace Emergency Response Plans, attached as Schedule "D" to By-law 2021-27 when the employee transfers to a different workplace location, when the plan requires review/updating and when the general emergency plan is reviewed/updated.

Employee Individual Accommodation Plan

An Employee Individual Accommodation Plan attached as Schedule “C” to By-law 2021-27 will be completed for all employees that require alterations and changes to their work plan to accommodate their accessibility needs. The Employee Individual Accommodation Plan will be reviewed and updated on a regular basis, as necessary.

Return to Work Process

When an employee returns to work after being absent due to a disability, the employer will prepare a return-to-work plan in consultation with the employee that is documented and includes an Individual Accommodation Plan, attached as Schedule “C” to By-law 2021-27.

Performance Management

The employer will take into consideration an employee’s Individual Accommodation Plan and accessibility needs when conducting performance management processes.

Career Development and Enhancement and Redeployment

The employer will take into consideration an employee’s accessibility needs when providing career development and enhancement to their employees or redeployment.

Transportation Standard

The Transportation Standard outlines requirements for transportation service providers including features and equipment on vehicles, routes and offered services being accessible to people with disabilities. Although the Municipality does not directly provide municipal transportation services, the Municipality is still committed to the requirements established in the Transportation Standard and will promote and support all accessible transportation systems within the Municipality via the municipal website and Facebook Page, and stay up to date on new accessible transportation initiatives.

Within by-laws, policies and procedures, the Municipality will ensure the following:

- That taxicab owners and operators of taxicabs are prohibited from charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip; and from charging a fee for the storage of mobility aids or mobility assistive devices.
- That owners and operators of taxicabs place vehicle registration and identification information on the rear bumper of the taxicab.

Design of Public Spaces Standard

The Municipality of Northern Bruce Peninsula is committed to meeting requirements outlined within the Design of Public Spaces Standard.

The Municipality shall incorporate accessibility into public spaces that are newly constructed or redeveloped on and after January 1, 2016. The Municipality will ensure that existing requirements listed under the Design of Public Spaces Standards for recreational trails and beach access routes, outdoor public use eating areas, outdoor play spaces, exterior paths of travel, accessible parking, and service-related elements (counters, waiting areas, etc.) are followed. When developing recreational trails, the Municipality will consult with the public and persons with disabilities. The Municipality will provide maintenance and restoration of public spaces.

Customer Service Standard

The Provision of Goods and Services to Persons with Disabilities

The Municipality of Northern Bruce Peninsula will make every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by:

- Ensuring that all customers receive the same value and quality.
- Providing goods and services in a manner that respects the dignity and independence of people with disabilities.
- Using alternative methods where possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner, if this does not present a health and safety risk.
- Considering individual accommodation needs when providing goods and services.

The Use of Assistive Devices

Customer's Own Assistive Devices:

People with disabilities may use their own assistive devices as required when accessing goods or services provided by the Municipality.

In cases where the assistive device presents a health and safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services.

Assistive Devices Provided by Municipality of Northern Bruce Peninsula:

The following assistive devices are available on a first come, first served basis and upon request, to help customers access our goods and services:

- Personal sound amplifiers (for people with hearing impairments)
- Magnifying glasses (for people with vision impairments and loss)
- Notebooks and pens (for people who are unable to speak)
- Stylus (for people having difficulty navigating a touch screen device)

Guide Dogs and Service Animals

The Municipality welcomes people with disabilities and their service animals. A customer with a disability who is accompanied by a guide dog or service animal will be allowed access to premises that are open to the public unless otherwise excluded by law. “No pet” policies do not apply to guide dogs or service animals.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

When staff cannot easily identify that an animal is a service animal, they may ask for documentation (template, letter, or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

Food Service Areas:

A customer with a disability who is accompanied by guide dog or service animal will be allowed access to food service areas that are open to the public unless otherwise excluded by law.

Care and Control of the Animal:

The customer who is accompanied by a guide dog or service animal is responsible for always maintaining care and control of the animal.

Allergies and Other Health and Safety Concerns:

If a health and safety concern is present, for example, in the form of a severe allergy to the animal, the Municipality will make all reasonable efforts to meet the needs of all individuals. Pursuant to the Municipality’s obligations under the Human Rights Code and the Occupational Health and Safety Act, each customer’s accommodation needs will be considered on a case-by-case basis.

As a courtesy, particularly if the person and service animal have been in attendance on the premises for a long time, staff may ask whether the animal requires water, may designate an area in which the service animal can relieve itself, or ask whether staff can be of assistance pertaining to the service animal.

The Use of Support Persons

If a customer with a disability is accompanied by a support person, the Municipality will ensure that both people may enter the premises together and that the customer is not prevented from having access to the support person.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations, the Municipality will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the customer before any potentially confidential information is mentioned.

Admission Fees:

The Municipality will not charge the support person any fees or fares where a person with a disability requires a support person to access goods or services.

Notice of Disruptions in Service

Service disruptions may occur for reasons that may or may not be within the control or knowledge of the Municipality of Northern Bruce Peninsula. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use goods or services, reasonable efforts will be made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

The Notice of Service Disruption form included as Schedule "E" to By-law No. 2021-27 will be utilized and posted accordingly in the case of a service disruption.

If a notification needs to be posted, the following information will be included unless it is not readily available or known:

- Goods or services that are disrupted or unavailable
- Reason for the disruption
- Anticipated duration
- A description of alternative services or options

Notification Options:

When disruptions occur, the Municipality of Northern Bruce Peninsula will provide notice by:

- Posting notices in visible places, including at the point of disruption, at the main entrance, and the nearest accessible entrance to the service disruption, or on the municipal website and Facebook page.
- Contacting customers with appointments.
- Verbally notifying customers when they make a reservation or appointment; or

- By any other method that may be reasonable under the circumstances.

Feedback

The Municipality of Northern Bruce Peninsula shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process and the Customer Service Feedback Form—Accessibility Standards for Customer Service (attached as Schedule “F” to By-law 2021-27) will be posted on the municipal website. Feedback forms, along with alternate methods of providing feedback verbally (in person or by telephone) or written (handwritten, delivered, website, or e-mail) will be available upon request.

Customers can submit feedback to:
The Accessibility Coordinator
519-793-3522 X 229
56 Lindsay Road 5, Lion’s Head, ON, N0H 1W0
deputyclerk@northernbruce.ca

Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

Self Service Kiosks

The Municipality will incorporate accessibility features/consider accessibility for people with disabilities when designing, procuring, or acquiring self-service kiosks.