



## **Integrated Accessibility Standards Regulation (IASR) Policy**

### **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, Information and Communications and Transportation for the Township of Cavan Monaghan in accordance with Ontario Regulation 191/11 and with the Ministry of Community and Social Services intent to “streamline, align and phase-in accessibility requirements and allow for progress on accessibility and reduce the regulatory burden for obligated organizations”. This regulation came into force July 1, 2011.

### **Scope and Responsibilities:**

This policy has been drafted in accordance with the Regulation and addresses how the Township of Cavan Monaghan achieves accessibility through meeting the Regulation’s requirements. It provides the overall strategic direction that we will follow to provide accessibility supports to Ontarians with disabilities.

The requirements of the Regulation include the establishment, implementation, maintenance and documentation of a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under the Regulation.

### **Statement of Organizational Commitment:**

The Township of Cavan Monaghan is committed and guided by the four core principles;

- Dignity
- Independence
- Integration
- 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 . The Township of Cavan Monaghan shall use every effort to ensure that we meet the needs of people with disabilities, in a timely manner, through the implementation of this policy.

## Definitions:

- **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** – means the special arrangements made or assistance provided so that customers, volunteers and employees with disabilities can participate in the experiences available to customers, volunteers, and employees without disabilities; accommodation will vary depending on unique needs
- **Communications** – means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received
- **Designated Public Sector** – means every municipality and every person or organization listed in Column 1 of Table 1 of Ontario Regulation 146/10 (Public Bodies and Commission Public Bodies – Definitions) made under the Public Service of Ontario Act, 2006
- **Individual Accommodation Plan (IAP)** – means a document which outlines the details of individual accommodations for an employee with a disability
- **Mobility Aid** – means a device to assist or otherwise improve the mobility of individuals
- **Mobility Assistive Device** – means a piece of equipment that assists an individual in coping with effects of their disability
- **Web Content Accessibility Guidelines** – means the world wide web consortium recommendation, dated December 2008, entitled “Web Content Accessibility Guidelines (WCAG) 2.0

## General Provisions:

### Multi-Year Accessibility Plan:

The Township of Cavan Monaghan’s Multi-Year Accessibility Plan outlines a phased-in strategy to prevent and remove barriers and addresses the current and future requirements of Accessibility for Ontarians with Disabilities Act (AODA). We will report annually on the progress and implementation of the plan, post the information on our 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:**

We will use 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 we will provide an explanation.

### **Training:**

The Township of Cavan Monaghan will ensure that training is provided to all employees and regular fee-for-service staff 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 provided as soon as practicable. If any changes are made to this policy or the requirements, training will be provided. We shall maintain a record of the dates when training is provided and the number of individuals to whom it was provided.

### **Information and Communications Standard:**

The Township of Cavan Monaghan will create, provide and receive information and communications in ways that are accessible to people with disabilities. If it is determined 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:

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

### **Emergency Information:**

The Township of Cavan Monaghan will provide emergency procedures, plans or public safety information in an accessible format or with appropriate communication supports, as soon as practicable, upon request any information that is currently available to the public.

### **Feedback:**

The Township of Cavan Monaghan 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. We will notify the public about the availability of accessible formats and communication supports.

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

The Township of Cavan Monaghan shall be obligated to 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;
- Consult with the person making the request and determine suitability of an accessible format or communication support;
- Notify the public about the availability of accessible formats and communication supports.

## **Website Accessibility:**

The Township of Cavan Monaghan website conforms with World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 initially at Level A and increasing to Level AA. By January 1, 2014, any new web content will conform with WCAG 2.0 Level A. By January 1, 2021 all internet website and web content will conform with WCAG 2.0 Level AA.

## **Education, Training and Materials:**

### **Public Libraries:**

- Public Libraries shall provide access to or arrange for the provision of access to accessible materials where they exist.
- Public Libraries shall make information about the availability of accessible materials publicly available and shall provide information in accessible format or with appropriate communication supports, upon request.
- Public Library Boards may provide accessible formats for archival materials, special collections and rare books.

## **Employment Standards:**

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 with respect to employees and does not apply to volunteers and other unpaid individuals. The requirements of the Employment Standard shall be met by the Township of Cavan Monaghan by January 1, 2014 unless otherwise specified.

### **Recruitment and Retention:**

We shall notify employees and the public about the availability of accommodations for applications 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 that takes into account the person's accessibility needs.

### **Employee Notification:**

The municipality shall inform its employees of its policies used to support its; 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 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:**

In addition and where an employee with a disability requests it, we 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.
- Consultation with employees making the request in determining the suitability of an accessible format or communication support.

### **Individual Accommodation Plan:**

We shall have in place a written process for the developing of a documented individual accommodation plan for employees with a disability. Process to include:

- The employee's participation in the development of the IAP;
- Assessment on an individual basis;
- Identification of the accommodations;
- We may request an evaluation by an outside medical or other expert at our expense, to assist with determining accommodation and how to achieve accommodation.
- Employees may request the participation of a representative from his/her bargaining agent, where represented, or otherwise a representative from the workplace where an employee is not represented by 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 are to be provided to the employee;
- A format that takes into account the employees 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 Township of Cavan Monaghan will have in place a 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. Such processes must be documented and must outline the steps that the Township will take to facilitate the return to work and include an Individual Accommodation plan.

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

The Township of Cavan Monaghan 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 Township of Cavan Monaghan 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;
- If the employee who receives an individual workplace emergency response information requires assistance and with the employee's consent, the Township will provide the workplace emergency information to the person designated by the Township to provide assistance to the employee;
- As soon as practicable after becoming aware of the need for accommodation due to the employee's disability;
- 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.