



THE CORPORATION OF THE TOWN OF ERIN

Accessibility for Persons with Disabilities Policy

This document is available in accessible format upon request

Statement of Commitment

The Town of Erin is committed to eliminating barriers to ensure an accessible environment so all persons with disabilities, both visible and non-visible, have equitable access to municipal programs, services and facilities that support their dignity and independence.

Purpose

This policy ensures compliance with the *Accessibility for Ontarians with Disabilities Act* (“AODA”) and its applicable regulations which safeguards accessibility for Town of Erin customers and employees through policies, procedures and practices.

Definitions

- “Accessible Formats” means presenting information in a way that is usable for persons with disabilities that is reasonable. i.e. large print, electronic, audio, etc.
- “Barrier” means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.
- “Disability” means any degree of physical disability, a condition of mental impairment or a developmental disability, a mental disorder, and/or an injury or disability for which benefits were claimed or received under the *Workplace Safety and Insurance Act*.
- “Service Animal” means an animal that is of service to a person with a disability where it is readily apparent that the animal is used by the person for reasons relating to his or her disability.

Multi-Year Accessibility Plan – 2019 Annual Progress Report

The Town maintain a Multi-Year Accessibility Plan (“the Plan”) to address compliance requirements of O. Reg. 191/11. The Plan will include a five year outlook with annual progress reports outlining steps taken to meet the goals and objectives of the Multi-Year Plan. Following the annual progress report update the Plan will be posted each December on the Town’s website. Also this Plan is available in accessible format upon request. *For more information please see the Multi-Year Accessibility Plan – 2019 Annual Progress Report.*

Employment Related Accessibility

Recruitment

The Town will make accommodation available in its recruitment process to applicants with disabilities upon request. Applicants will also be accommodated when they are individually selected to participate in an assessment or selection process. The municipality will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment and selection processes. If a selected applicant requests an accommodation, the municipality will consult with the applicant and provide or arrange for the provision of a suitable accommodation.

Notice of Accommodation Availability

The Town will notify successful applicants of its policies for accommodating employees with disabilities when making offers of employment. The Town will also notify its employees of its policies for providing accessible accommodation. Employees will be provided updated information whenever there is a change to existing policies.

Employee Orientation & Training

All employees and volunteers will be provided with all accessibility policies and adequate training with respect to the Ontario *Human Rights Code*, the *AODA* and the accessibility standards required thereunder such as the Integrated Accessibility Standards.

Individualized Accommodation Plans

The Town will create an individualized accommodation plans for any employee with disabilities that have requested it. This may also utilized for return to work accommodation.

Individualized Emergency Response Plans

The Town will create an individualized emergency response accommodation plan for all employees with disabilities that have requested. *For more information see the Workplace Emergency Response Information Policy & Procedure.*

Accessible Customer Service

Municipal goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities. The provision of goods and services to persons with disabilities will be integrated within existing methods wherever possible to aid a person with disability to obtain, use or benefit from the goods and services, at no additional costs to ensure equal service. If this is not possible or is cost prohibitive, the Town will provide choices and will work with customers to find acceptable and workable alternatives. Also all Town staff will be trained on Integrated Accessibility Standards. *For more information please see Accessibility Standards for Customer Service & Use of Assistive Devices.*

Website Accessibility

The website is WCAG 2.0 Level AA and there is a webpage with accessibility information including the Accessibility Guide Book and Town policies and procedures.

Feedback Process

Feedback may be provided by a person with a disability in the manner deemed most convenient to them. The Town will provide or arrange for accessible formats and communication supports, on request when requesting or receiving feedback from people with disabilities. The feedback forms are available at the Town Hall front counter, the website and a customer service survey is on the tablet in the front lobby of Town Hall. The Town welcomes feedback and accepts it in various formats which are readily available.

Accessible Formats

The Town is committed to providing information, including public safety information, to the public, therefore accessible formats will be provided upon request as soon as practicable in a reasonable alternative format. The public is made aware via signs at the front counter and request form online.

Assistive Device(s), Service Animal(s) & Support Person(s)

All Assistive Device(s), Service Animal(s) & Support Person(s) are welcome in the public areas of the Town unless there is a concern for health & safety.

Notice of Temporary Disruptions

If in the event that an accessible feature be unavailable there will be a notice posted in the location it is used and the Town's website. The notice of disruption will include contact information so that a status report can be retrieved.

Transportation

To make it easier for everyone to travel in the Province the Town is committed that any transportation development will include accessibility.

Procurement Policies & Procedures

The Town will ensure that contractor(s)/suppliers are adequately trained in accordance with Town of Erin's Accessible Customer Service Guide Book - Understanding Accessible Customer Service and that an accessibility clause be added to all Town issued call for quotations, RFP's, tenders or contracts. *For more information please see Procurement Policies and Procedures By-law #17-39.*

Policy Review Process

This policy will be reviewed annually or if there has been an applicable legislative change. The policy may be modified to ensure full compliance with the AODA, 2005.