



## The Corporation of the Town of Plympton-Wyoming

Policy Title	Integrated Accessibility Standards Policy
Effective Date	January 1, 2014
Revision Date	

### **Policy Statement**

The purpose of this policy is to set out the requirements of Ontario Regulation 191/11 – Integrated Accessibility Standards (IASR) which reflect a number of accessibility standards that organizations are required to meet.

This document has been organized into the following sections:

- Part I General Requirements, Accessibility Plans, Procurement and Training
- Part II Accessible Information and Communications Standards
- Part III Accessible Employment Standards

This document will be made publicly available and will be provided in an accessible format upon request, as soon as is practicable. This policy is not intended to replace or supersede the Town of Plympton-Wyoming Accessible Customer Service Policy, required by Ontario Regulation 429/07.

### **Corporate Statement**

The Town of Plympton-Wyoming is committed to providing equal treatment to people with disabilities with respect to the use and benefit of Town services, programs, goods and facilities in a manner that respects their dignity and independence. This commitment extends to residents, visitors and employees with visible or non-visible disabilities.

### **Background**

The *Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11* was created with the goal of developing standards that would improve accessibility for people with disabilities across the Province of Ontario. The AODA allows the Provincial government to develop specific standards of accessibility and enforce them. These standards are made into Regulations pursuant to the AODA.

The IASR came into force on July 1, 2011 and includes accessibility standards in the areas of information and communications, employment and transportation. The IASR requires designated public sector organizations, including municipalities, to implement these requirements.

## **Scope**

This policy applies to the provision of goods, services or facilities to members of the public and employees by, or on behalf of, the Town of Plympton-Wyoming. The IASR policy will be reviewed and amended, as required, when additional accessibility related Regulations are enacted by the Government of Ontario and when changes are made to the legislative framework governing accessibility.

## **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.

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

**Disability** - is defined, per Section 2 of the *Accessibility for Ontarians with Disabilities Act, 2005*, S.O. 2005, c. 11 and the *Human Rights Code*, R.S.O. 1990, c. H.19, as follows:

- (a) “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 [in] a wheelchair or other remedial appliance or device,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.”

## **PART I – GENERAL REQUIREMENTS, ACCESSIBILITY PLANS, PROCUREMENTS AND TRAINING**

### **Accessibility Plans**

The Town of Plympton-Wyoming will produce a multi-year Accessibility Plan. The plan will be posted on the Town's website and shall be made available in an accessible format and with communication supports, upon request. Progress on the plan will be provided annually in a report to Council. The Accessibility Plan shall be reviewed and updated at least once every five (5) years.

### **Procurement or acquiring goods, services or facilities**

The Town of Plympton-Wyoming will incorporate accessibility criteria and features when procuring and acquiring goods, services or facilities, except where it is not practicable to do so. If it is determined that it is not practicable to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, the Town will provide an explanation, upon request.

### **Training**

All Town employees, volunteers and third parties providing goods and services on the Town's behalf will 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 will be appropriate to the duties of the employee or volunteer. Training shall take place as soon as practicable and upon completion, the Town shall keep a record of the training provided including the dates on which accessibility training took place.

Ensuring that contractors and agents who provide goods, services or facilities on behalf of the Town of Plympton-Wyoming have been trained will be addressed through the Town's procurement process.

## **PART II – ACCESSIBLE INFORMATION AND COMMUNICATION STANDARDS**

### **Communication**

When communicating with a person with a disability, Town employees, volunteers and third party contractors will do so in a manner that takes into account the person's disability.

### **Feedback**

The Town of Plympton-Wyoming will ensure that the processes for receiving and responding to feedback are accessible to people with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request and at a cost that is no more than the regular cost charged to other persons.

### **Accessible Websites and Web Content**

Internet websites and content controlled directly by the Town of Plympton-Wyoming, or through a contractual relationship that allows for modification of the product, will be made accessible in accordance with the requirements of the AODA Integrated Accessibility Standards Regulation (O. Reg. 191/11).

### **Emergency Procedures, Plans and Information**

The Town will provide all existing public emergency procedures, plans and public safety information, upon request in an accessible format or with appropriate communication supports.

## **PART III – ACCESSIBLE EMPLOYMENT STANDARDS**

### **Recruitment**

The Town of Plympton-Wyoming will post information about the availability of accommodations for applicants with disabilities during its recruitment process. Job applicants who are individually selected for an interview and/or testing shall be notified that accommodations for material to be used in the process are available, upon request. The Town will 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 Town's policies for accommodating employees with disabilities as part of their offer of employment.

### **Employee Supports**

The Town of Plympton-Wyoming 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 due to disability. The Town 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 accommodations that take into account an employee's accessibility needs due to disability.

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

When requested by an employee, the Town of Plympton-Wyoming will consult with the employee to provide or arrange for the provision of accessible formats and communication supports needed to perform the employee's job and information 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 Town is aware of the need for accommodation, this information will be provided to employees. In addition, this information will be provided, with the employee's consent, to the person designated to provide assistance. The information will be reviewed when the employee moves to a different location, when the employee's overall accommodation needs or plans are reviewed and when the Town reviews its general emergency response plan.

### **Documented Individual Accommodation Plans**

A written process for the development and maintenance of documented individual accommodation plans will be developed for employees with disabilities. If requested, these plans will include information regarding accessible formats and communications supports. If requested, the plans will include individualized workplace emergency response information.

## **Return to Work Process**

The Town of Plympton-Wyoming 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 will outline the steps that the Town shall take to facilitate the return to work.

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

The Town of Plympton-Wyoming will 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.

## **Related Documents**

- *Ontarians with Disabilities Act, 2001, S.O. 2001, c 32*
- *Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005*
- Accessibility Standards for Customer Service, O. Reg. 429/07
- Integrated Accessibility Standards Regulation, O. Reg. 191/11
- *Human Rights Code, R.S.O. 1990, c H.19*
- Town of Plympton-Wyoming Accessible Customer Service Policy

## **Contact Information**

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