

Town of Plympton-Wyoming



ACCESSIBILITY POLICY

October 2019

1. POLICY STATEMENT

The purpose of this policy is to set out the requirements of the revised Customer Service, Employment, Information and Communication, and Design of Public Spaces Standards under the *Accessibility for Ontarians with Disabilities Act, 2005, S.O. c. 11* (“AODA”). These standards — including the accessible customer service standard — are now part of one regulation: the *Integrated Accessibility Standards Regulation* (“IASR”, O. Reg. 191/11).

This document will be made publicly available and will be provided in an accessible format upon request, as soon as is practicable. This policy replaces other Town of Plympton-Wyoming Integrated Accessibility Standard Regulation Policy and the Accessibility Standards for Customer Service Policy.

*The Town of Plympton-Wyoming does not provide transportation and does need to comply with the Transportation Standard.

2. CORPORATE STATEMENT

The Town of Plympton-Wyoming is committed to providing quality goods, services, and facilities that are accessible to all persons and is guided by the four core principles of dignity, independence, integration and equal opportunity. The Town is dedicated to removing barriers to accessibility and ensuring that all the requirements in the Customer Service, Information and Communication, Employment, Transportation and the Design of Public Spaces Standards of the AODA are fulfilled.

3. SCOPE

This Policy applies to Town Council and all employees, volunteers and third parties who provide goods, services or facilities to the public on behalf of the Town of Plympton-Wyoming.

The Town shall meet its duties and responsibilities under the AODA by adhering to the following principles:

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- All members of the public are treated in a way that allows them to maintain their dignity and independence
- The programs, services and facilities are inclusive and provide an equal opportunity to all members of the public
- Representatives of the Town are committed to preventing and removing barriers to accessibility

4. GENERAL PROVISIONS

4.1 TRAINING

The Town will ensure that all persons to whom this policy applies receive training as required by the *AODA Customer Service Standard (2005)*. The training will be tailored to suit each person's interactions with the public and his or her involvement in the development of policies, procedures and practices pertaining to the provision of goods and services.

The Training Shall Include:

- A review of the purposes of the *Accessibility for Ontarians with Disability Act*, (2005), the *IASR (2012)* and *Human Rights Code* as it pertains to people with disabilities
- How to interact and communicate with persons with various types of disabilities; use of assistive devices, service animals, support persons, notice of disruption, feedback, and information in alternative formats
- The training provided shall be delivered based on the duties of the employee, volunteer or third party and the Town shall keep record of the training.

4.2 ACCESSIBILITY PLANNING

The Town shall establish, implement, maintain and document a multi-year accessibility plan in accordance with the *AODA*. The multi-year accessibility plan will be a guideline

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for the Town staff to prevent and remove barriers for people with disabilities for goods, services, programs and services and to comply with the *AODA* and *IASR* requirements.

The Town of Plympton-Wyoming will:

- Establish, review and update the multi-year accessibility plan in consultation with persons with disabilities (i.e. County of Lambton Accessibility Advisory Committee)
- Review and update the plan, at least once every five years
- Complete an annual accessibility report updating Town Council and the public on the status of the multi-year accessibility plan and other accessibility matters within the Town of Plympton-Wyoming.

4.3 PROCUREMENT

The Town will incorporate accessibility and the needs of people with disabilities when procuring or acquiring goods, services and facilities. This includes incorporating accessibility features when designing and procuring or acquiring self-service kiosks.

5 INFORMATION AND COMMUNICATION

The Town of Plympton-Wyoming shall provide information that it produces and controls in formats that are accessible and take into account the disabilities of members of the public requesting information.

The Town shall provide and arrange for the reasonable provisions of accessible forms and communication supports for persons with disabilities. This will be completed in a timely manner that takes into account the person's accessibility needs due to a disability and at a cost that is no more than the regular cost charged to other persons. In determining the suitability of an accessible format or communication support, the Town shall consult with the person making the request.

When it is not practicable to provide an alternate format, the Town of Plympton-Wyoming shall provide an explanation and summary of the document in an accessible format.

5.1 FEEDBACK

The Town shall ensure that all feedback processes are accessible to people with disabilities by providing accessible formats and communication supports upon request.

5.2 EMERGENCY INFORMATION

The Town of Plympton-Wyoming shall provide information regarding emergency procedures, plans or public safety in accessible formats or with appropriate communication supports for people with disabilities.

5.3 SERVICE DISRUPTION

The Town of Plympton-Wyoming shall give notice of temporary disruptions to services or facilities used by persons with disabilities including the reason(s) for the disruption, the anticipated duration of the disruption and alternative facilities or services that may be available. The notice shall be posted in a conspicuous place on the premises of the facility or by other sources of information such as the Town's website (www.plympton-wyoming.com) when the disruption is planned, advanced notice shall be provided.

6 SERVICE ANIMALS

A person with a disability accompanied by a service animal is permitted to enter the Town of Plympton-Wyoming premises, facilities and spaces with the animal unless the animal is otherwise excluded by law. Where a service animal is excluded by law, the Town shall, within reasonable measures, ensure that other methods are made available to enable the person with the disability to obtain, use or benefit from the goods and services.

Section 4(9) of the *Accessibility Standards of Customer Service Standard (2005)* indicates that an animal is a service animal if:

- It is readily apparent that the animal is being used for reasons related to a person's disability

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- If the person provides a letter from a healthcare provider confirming that, the animal is required for reasons relating to the disability. A person with a disability with a service animal is responsible for the control of that animal of all times.

7 SUPPORT PERSONS

When a person with a disability is accompanied by a support person, the Town will ensure that both persons are permitted to enter any premises, facilities, and space and that the person with a disability is not prevented from having access to the support person.

A support person, when assisting a person with a disability to obtain, use or benefit from the Town's goods and services, will be permitted to attend at no charge where an admission fee is applicable.

8 EMPLOYMENT

The Town of Plympton-Wyoming is committed to continue to provide an inclusive workplace for all applicants and employees in accordance with the *AODA Employment Standard (2012)* by ensuring people with disabilities are reasonably accommodated throughout the hiring process and employment. The Town will comply with the following standards:

- Recruitment s. 22-24
- Informing employees of supports s. 25
- Accessible formats and communication supports for employees s. 26
- Documented individual accommodation plans s. 28
- Return to work process s. 29
- Performance management, career development, and redeployment s. 30-32

9 DESIGN OF PUBLIC SPACES

The Town of Plympton-Wyoming strives to be a leader in developing accessible environments for all and is moving towards the principles of including "universal design"

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for all our public spaces. The Town will comply with the *IASR Design of Public Spaces Standard* (2012) when undertaking new construction and redevelopment of public spaces in the following areas:

- Recreational trails and beach access routes s. 80.6 - 80.15
- Outdoor public use eating areas s. 80.16 - 80.17
- Outdoor play spaces s. 80.18 - 80.20
- Exterior paths of travel s. 80.21 - 80.31
- Accessible parking s. 80.32 - 80.39
- Obtaining services s. 80.40 -80.43
- Maintenance planning s. 80.44

10 RELATED DOCUMENTS

- *Ontarians with Disabilities Act, 2001, S.O. 2001, c 32*
- *Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005*
- *Integrated Accessibility Standards Regulation, O. Reg. 191/11 Part 4.1 – Design of Public Spaces Standard*
- *Human Rights Code, R.S.O. 1990, c H.19*