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| **THE TOWN OF PLYMPTON-WYOMING** | | | |
| Subject: | **Accessibility for Ontarians with Disabilities Act (AODA) Policy** | **Section HR** | **Policy**  **59** |
| Effective Date: | June 7, 2022 | Approved By:  Carolyn Tripp - CAO | |
| Revision Date: | May 17, 2023 |

# PURPOSE

The Town of Plympton-Wyoming is committed to applying reasonable efforts to ensure that it provides accessible customer service to people with various kinds of disabilities, and respects the core principles of independence, dignity, integration and equal opportunity.

# SCOPE AND APPLICATION

Standards under Accessibility for Ontarians with Disabilities Act (AODA) that apply to The Town of Plympton-Wyoming are:

## Customer Service Standard

Integrated Standards for Information and Communication

## Employment Standard

Accessibility Standards of Customer Service

The Town of Plympton-Wyoming will use reasonable efforts to ensure that the provision of its goods and services are consistent with the principles of dignity, independence, integration and equal opportunity by:

* Providing goods and services in a manner that respects the dignity and independence of persons with disabilities.
* Providing goods and services so that persons with disabilities are able to fully benefit from the same services, in the same place, and in the same or similar way as persons without disabilities, unless an alternative measure is necessary to enable a person with a disability to obtain, use, or benefit from The Town of Plympton-Wyoming goods and services.
* Giving people with disabilities an opportunity equal to that of persons without disabilities to obtain, use or benefit from The Town of Plympton-Wyoming goods and services.

## Use of Assistive Devices

The Town of Plympton-Wyoming permits persons with disabilities to use their personal assistive devices while on The Town of Plympton-Wyoming premises to obtain, use, or benefit from The

Municipality’s goods and services.

## Communication

When communicating with a person with a disability, The Town of Plympton-Wyoming will do so in a manner that considers the person’s disability.

## Use of Service Animals and Support Persons

The Town of Plympton-Wyoming will comply with AODA in any way possible and supports persons with disabilities who require accompaniment by guide dogs, other services animals and/or a support person. The Town of Plympton-Wyoming may require documentation from a treating, licensed healthcare professional to substantiate the need and use of a support animal or person.

It is the responsibility of the person with a disability to ensure that his or her service animal is always kept in control.

When support persons are required for the Municipality-sponsored meetings or events, the person with a disability will be required to provide his or her own support person. If there are fees associated with the meeting or event, the support person will be charged the regular fee unless otherwise specified by the Municipality. Advance notice of said fees will be provided if such circumstances exist.

## Notice of Temporary Disruptions

The Town of Plympton-Wyoming will make reasonable efforts to provide notice to persons with disabilities in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. If the disruption is anticipated, The Town of Plympton-Wyoming will provide a reasonable amount of advance notice of the disruption. If the disruption is unexpected, notice will be provided as soon as possible. The notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

## Training

The Town of Plympton-Wyoming will provide training to employees, independent contractors, volunteers and others who deal with the public or third parties on its behalf.

Training will include information and guidance on:

* + Pertinent accessibility legislation and the requirements of the standards,
  + The Municipality’s plan to meet the customer service standard.
  + How to interact and communicate with people with various disabilities.
  + How to interact with people with disabilities who use assistive devices or require the assistance of service animals or support people.
  + What to do if a person with a disability is experiencing difficulty accessing the Municipality’s goods and services.

## Feedback Process

The Town of Plympton-Wyoming is committed to providing high quality goods and services to all members of the public that it serves, including customers with disabilities. Feedback on how well The Town of Plympton-Wyoming achieves this goal is welcome and appreciated.

Feedback from members of the public regarding the way The Town of Plympton- Wyoming provides goods and services to people with disabilities can be made by telephone, in person, in writing, through email, or through other relevant methods. All feedback will be directed to the HR Consultant.

Privacy will be respected, and all feedback will be reviewed for possible action that can be taken to improve the Municipality's services. In most cases, a response to the feedback will be provided within 30 business days. Responses will be delivered in a format that is accessible to the individuals who submitted the feedback.

## Accessibility Standards for Information and Communication

The Town of Plympton-Wyoming takes measures to meet the following requirements under the Information and Communication Standards as prescribed by the Regulation:

The Town of Plympton-Wyoming ensures that communication or information that is made available to the public or that is provided to or exchanged with third parties will be made accessible to persons with disabilities on request. The Town of Plympton-Wyoming will achieve this by providing alternate formats or will arrange for the provision of communication supports that take into account the needs of the person making the request. If there is a price that members of the public must pay to access the communication piece, then the cost charged to persons with disabilities for a more accessible product must be no higher than the standard charge for that item, regardless of additional expenses incurred to produce the item.

**Note:** the above does not apply to products and information that The Town of Plympton- Wyoming does not control directly or indirectly through a contractual relationship, nor does it apply to unconvertible information or communication.

## Individualized Workplace Emergency Response Information

The Town of Plympton-Wyoming will provide individualized workplace emergency response information to employees who have a disability when The Town of Plympton-Wyoming is made aware of the need for accommodation. The individualized emergency response plan and associated information will be made available in an alternate format as needed in order to take into account the disability.

## Informing Employees of Supports

The Town of Plympton-Wyoming will inform its employees about its policies to support employees with disabilities and will provide job accommodations that take into account the accessibility needs of employees with disabilities.

## Accessible Formats and Communication Supports for Employees

The Town of Plympton-Wyoming will, when requested by an employee with a disability, provide or arrange for the provision of accessible formats and communication supports for information that is needed by the individual to perform his or her job. The Town of Plympton-Wyoming will provide, or arrange for the provision of, information that is generally available to employees in the workplace. The Town of Plympton-Wyoming will consult with the employee to determine the suitability of an accessible format or communication support.

# ASSOCIATED DOCUMENTS

Accessibility for Ontarians with Disabilities Act

**RESOURCES**

Should you have any questions or concerns about this Policy or any compliments or complaints regarding any matter addressed in this Policy, you are encouraged to contact your Supervisor.

**POLICY HISTORY**

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| **REVISION** | **DATE** | **PREPARED BY** |
| Reviewed | June 7, 2022 | RV |
| Policy Number Correction | May 17, 2023 | EF |