



## **Schedule A to By-Law 2021-006 INTEGRATED ACCESSIBILITY STANDARDS**

### **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 in the areas of Employment, and Information and Communications, for the Corporation of the Municipality of Mattawan in accordance with Ontario Regulation 191/11. This regulation came into force on July 1, 2011.

### **Scope**

This policy is drafted to meet Mattawan's obligation to develop, implement and maintain policies that provide direction to follow in order to provide accessibility to Ontarians with disabilities. The requirements under the Integrated Regulation include the following:

- . 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.
- . incorporation of accessibility criteria and features when procuring or acquiring goods, services or facilities.
- . training.
- . other specific requirements under the Employment, Information and Communications Standards.

### **Responsibilities**

This policy applies to the Municipality of Mattawan's:

- . Customers
- . Employees
- . Volunteers
- . Applicants for employment
- . Visitors
- . Contractors and subcontractors engaged by Municipality of Mattawan
- . Any other third-party providing goods, services or facilities on the Municipality's behalf.

### **Policy Statement and Organization Commitment**

The Municipality of Mattawan is committed to ensuring equal access and participation for the people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

The Municipality of Mattawan is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

The Municipality of Mattawan understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Human Rights Code or obligations to people with disabilities under any other law.

The Municipality of Mattawan is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

## Definitions

"**AODA**" Accessibility for Ontarians with Disabilities Act, 2005

"**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; ("format accessible")

"**Accommodation**" means the special arrangement made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.

"**IAP**" means Individualized Accommodation Plan.

"**Information**" includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

"**Internet Website**" means a collection of related web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and is accessible to the public.

"**Mobility Aid**" means a device used to facilitate the transport, in a seated posture, of a person with a disability.

"**Mobility Assistive Device**" means a cane, walker, wheelchair, scooter or similar aid.

"**Unconvertible**" means

- a) not technically feasible to convert the information or communications;
- b) that technology to convert the information or communications is not readily available.

## General Provisions

### Multi-Year Accessibility Plan

The Municipality of Mattawan strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

The Municipality of Mattawan is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. This plan is reviewed annually, consulting with people with disabilities and updated at least once every 5 years. The annual findings will be posted on the information board outside the office and will be available in printed form at the front desk. We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

### Procuring or Acquiring Goods, Services or Facilities

Accessibility criteria and features will be used when procuring or acquiring goods, services or facilities, except where we cannot find or use an accessible product, service or facility, at which time we will be prepared to explain why and provide our explanation in an accessible format or with communication supports, when requested.

## **Training**

The Municipality of Mattawan is committed to training all staff and volunteers in accessible customer service, other Ontario accessibility standards and aspects of the Human Rights Code that relate to persons with disabilities. In addition, we will train:

- a) all persons who participate in developing the organization's policies;
- b) all other persons who provide goods, services or facilities on behalf of the organization; and
- c) our employees and volunteers on how accessibility relates to their specific roles.

Training includes:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities
- what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the names of the individuals to whom it was provided.

## **Assistive Devices**

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities. We ensure that our staff are trained and familiar with various assistive devices we have on-site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

## **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties. When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability. A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities.

## **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. In certain cases, this organization might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, the Municipality of Mattawan will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

## **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, this organization will notify customers promptly. The clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be made publicly available in the following ways:

- posted on the information board outside of the office
- a message will be posted on the Citizen's Alert for Mattawan app
- a message will be posted to the Mattawan web page under "Public Notices"

## **Information and Communications Standard**

The Municipality of Mattawan has a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request. We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- in a timely manner, taking into account the person's accessibility needs due to disability; and
- at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the Municipality determines that information or communications are unconvertible, we will provide the requestor with:

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

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

## **Employment**

The Municipality of Mattawan will notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We will notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We will consult with the applicant and provide or arrange for suitable accommodation. We will notify successful applicants of policies for accommodating employees with disabilities when making an offer of employment.

We will notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We will provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that takes into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- information that is needed in order to perform the employee's job; and
- information that is generally available to employees in the workplace.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who will provide assistance to that employee during an emergency. We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability. We will review the individualized workplace emergency response information:

- when the employee moves to a different location in the organization;
- when the employee's overall accommodations, needs or plans are reviewed; and
- when the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees, and a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. Our performance management and career development processes take into account the accessibility needs of all employees.

### **Feedback Process**

The Corporation of the Municipality of Mattawan welcomes feedback on how we provide accessible Customer Service. Customer feedback will help us identify barriers and respond to concerns. Should a member of the public wish to comment on how the Corporation is providing accessible information and communications that meets their needs the Municipality of Mattawan accepts feedback from the public in a variety of methods including:

- |                           |    |   |
|---------------------------|----|---|
| • Phone/voice mail        | at | 705-744-5680                                |
| • In person and verbally  | at | municipal office located at 947 Highway 533 |
| • Electronically by Email | at | admin@mattawan.ca                           |
| • Mail                    | to | PO Box 610<br>Mattawa, Ontario POH 1V0      |

Regardless of which process is used to provide feedback, the Corporation will respond within 2 business days. Employees must record and retain all feedback. When it was received by whom and how it was responded to and whether the client was satisfied shall be documented.

This policy has been developed to provide accessible services for clients with disabilities. If any member of the public has a question about this policy, or if the purpose of the policy is not understood, an explanation will be provided. This policy is available in an alternative format upon request.

### **Notice of Availability of Documents**

The Municipality of Mattawan notifies the public that documents related to accessible customer service, are available upon request by posting a notice in the following location(s)/way(s);

- on the public notice boards outside of the office
- on the Citizen Alert app for Mattawan
- on the Mattawan web page under Public Notices

The Municipality of Mattawan will provide these documents in an accessible format or with communication support, on request. We will consult the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

### **Changes to Existing Policies**

Any policies of the Corporation of the Municipality of Mattawan that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon requests.