

BYLAW 8-2013
The Corporation of the Municipality of Central Huron

Being a bylaw to establish a Policy for Integrated Accessibility Standards for the Municipality of Central Huron

WHEREAS the Integrated Accessibility Standards, in the areas of Employment, Information and Communications, and Transportation in accordance with Ontario Regulation 191/11, permit the Council of a municipality to enact a bylaw to establish policy for Integrated Accessibility Standards;

AND WHEREAS the Municipality of Central Huron deems it desirable to establish policies relating to Integrated Accessibility Standards;

NOW THEREFORE be it resolved that the Council of the Municipality of Central Huron ***enacts as follows:***

1. That the policy for Integrated Accessibility Standards be included as Schedule A attached to this bylaw.

4. That this bylaw shall come into effect upon third and final reading thereof.

Read a first and second time this 19th day of February, 2013.

Read a third time and finally passed this 19th day of February, 2013.

Mayor Jim Ginn

Clerk Brenda MacIsaac

Schedule A – Bylaw 8-2013

STATEMENT of POLICY and PROCEDURE			
Chapter:	General Administration	SPP No.	GE 501
Section:	Accessibility	Issued:	
Subject:	Integrated Accessibility Standard	Effective:	Jan 1, 2013
Prepared by:	Florence Stalenhoef, Deputy Clerk	Page:	1 of 5
		Replaces:	
Approved by:	Municipal Council Bylaw 8-2013	Dated:	

POLICY STATEMENT:

The Municipality of Central Huron (the “Municipality”) is committed to inclusion, promoting diversity in Municipality programs and services, and understanding and meeting the needs of all those we serve. The Municipality will meet the needs of people with disabilities in a manner that:

- Is free from discrimination;
- Provides an opportunity equitable in relation to the broader public with respect to the use and benefit of goods, services, programs, and facilities;
- Protects the dignity and independence of all people, and;
- Strives to provide responsive and integrated services.

The Municipality will provide leadership and education to employees, volunteers, and necessary contractors through training and development in matters of accessibility.

DEFINITIONS:

- 1) Disability: as defined in section 10 of the Human Rights Code, R.S.O. 1990 c. H.19.
- 2) Service Animal: A ‘guide dog’, as defined in section 1 of the Blind Persons’ Rights Act, R.S.O.1990, c.B.7; or
 - a. An animal used by a person with a disability, including but not limited to a dog, if:
 - i. It is readily apparent that such animal is used by the person for reasons related to his or her disability; or
 - ii. If the person provides a letter from a physician or nurse confirming that the person requires such animal for reasons relating to his or her disability.
- 3) Support Person: A person who accompanies a person with a disability in order to help with communication, mobility, personal care, medical needs, or with access to goods, services, programs, and facilities.

OPERATING PRINCIPLES:

This Accessibility Policy will function as an overarching policy for the requirements of the standards developed under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11 (the “AODA”).

The Municipality develops policies, practices, and procedures which contribute to ensuring that goods, services, programs, and facilities are accessible for persons with disabilities. The following principles shall be met when developing such policies, practices, and procedures.

1) Accessibility Planning

The Municipality will establish, implement, maintain and document a multi-year accessibility plan in accordance with the AODA. The multi-year accessibility plan will outline the ways the Municipality will identify, prevent and remove barriers and meet the requirements of the standards developed under the AODA.

The multi-year accessibility plan will be:

- Reviewed and updated at least once every five years; and
- Established, reviewed, and updated in consultation with persons with disabilities and the municipal accessibility advisory committee.

An annual status update report on the progress of measures taken to implement the multi-year accessibility plan will be prepared. The multi-year accessibility plan and accompanying status update reports will be posted to the Municipality's website and provided in accessible formats upon request.

2) Procurement

Whenever possible, Municipal staff will take into account the accessibility features and criteria of goods, services, and facilities procured, purchased, or acquired.

When not practicable to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, staff shall provide, upon request an explanation.

These principles are incorporated into Procurement Policy FI 100

3) Alternate Formats

The Municipality will provide alternate formats of information that are produced or controlled by the Municipality to members of the public upon request, in a timely manner.

When it is not practicable to provide an alternate format the Municipality will provide an explanation and a summary of the document in an accessible format.

4) Communication Supports

The Municipality will provide communication supports to members of the public upon request, in a timely manner.

If Municipal staff members are unable to obtain the requested communication support, they will work with the requestor to determine a practicable and appropriate method for communication.

5) Obtaining Public Feedback

The Municipality will provide, upon request, accessible formats and communication supports when seeking public input, feedback, and advice, when practicable.

Should Municipal staff be unable to provide a requested accessible format or communication support, they will work with the citizen to determine alternate means for participation in citizen feedback.

6) Fares, Fees, and Charges

Persons with disabilities will not be charged more to access Municipal programs or services than that charged for the same program or service to persons without disabilities.

Should an accessible format or communication support cost more for the Municipality to provide to a person with a disability than a typical format or communication method to a person without a disability, the person with the disability will be charged the same price as that charged to the person without the disability and the originating Department will subsidize any additional cost.

Owners and operators of taxicabs licensed by the Municipality are prohibited from charging additional fares or fees to persons with disabilities than those for persons without disabilities, or for the storage of mobility aids or mobility assistive devices.

7) Feedback on Municipal Services

The Municipality has established a process for receiving and responding to feedback on the manner in which the Municipality provides goods and services to persons with disabilities.

Members of the public may provide feedback through the Municipality's website, through email, by telephone, and in person.

All feedback received from the public regarding the accessibility of services will be provided to all relevant Municipal staff members who will take appropriate action.

8) Service Disruptions

If a temporary disruption of service is planned, the Municipality will give notice of the disruption.

Notice may be given by posting the information in a conspicuous place on the premises, through use of social media, or by posting the notice on the Municipality's website.

9) Support Persons

The Municipality will allow people with disabilities to be accompanied by a support person in all Municipality-owned and operated public facilities. The Municipality reserves the right to request the person with a disability be accompanied by a support person, in the event that it is considered necessary to protect the health and safety of the person with a disability or others on the premises.

The Municipality will provide notification of any applicable admission fees or fares that apply to support persons by posting such admission fee or fare where all other fees or fares are posted.

10) Service Animals

The Municipality welcomes service animals into all Municipality-owned or operated facilities where the public is allowed. Service animals will be allowed to accompany a person with a disability to allow them to access facilities and services.

If a service animal is otherwise excluded from the premises by law, Municipal staff members will ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the goods or services provided by the Municipality.

11) Use of Assistive Devices

The Municipality will allow people with disabilities to use their own personal assistive devices to obtain services offered by the Municipality.

If a person with a disability is unable to access the Municipality's services through the use of their own personal assistive device, Municipal staff members will work with the customer to determine any alternate means for accessing services.

12) Employee Development

Municipal staff members will be trained in accordance with the regulations under the AODA.

The Municipality will log and retain records containing the details of the training provided, the number of people trained, location, and date the training was completed.

13) Accessible Workplace

The Municipality will meet the requirements of the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11) under the AODA and, in particular, Part III Employment Standards of such Regulation by:

- Ensuring the recruitment process is inclusive of people with disabilities;
- Informing employees of supports available for employees with disabilities;
- Accommodating employees with disabilities under the AODA in the areas of:
 - Workplace emergency response information;
 - Information and communications needed to perform the employee's job or that is generally available to employees in the workplace; and
- Taking into account employee accommodations in:
 - Performance management;
 - Career development and advancement; and
 - Redeployment; and

- Developing and implementing a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

This will be completed in accordance with the timelines set out in the Integrated Accessibility Standards Regulation under the AODA.

14) Accessible Transportation - Municipally Licensed Transportation

Owners and operators of taxicabs licensed by the Municipality will operate in accordance with the Accessibility Standards for Customer Service (Ontario Regulation 429/07) under the AODA and the Integrated Accessibility Standards (Ontario Regulation 191/11) under the AODA. Without limitation, the Municipality requires that taxicabs licensed by the Municipality make available vehicle registration and identification information in an accessible format.

REVIEW PERIOD:

This policy will be revised in light of any legislative or organizational changes.

RESPONSIBILITIES:

Municipal Council and staff are responsible for adhering to the parameters of this policy and for ensuring the needs of people with disabilities are addressed in goods, services, programs, and facilities.

MONITORING / CONTRAVENTIONS:

The Manager is responsible for receiving all concerns or questions related to this policy. Upon receipt of a concern or question the Manager will notify the CAO, or in the case of Municipal Council, the Mayor.