



## THE UNITED TOWNSHIPS OF HEAD, CLARA & MARIA

# Accessibility Policy

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### *Integrated Accessibility Standards (IASR) Regulation Policy*

The Staff and Council of the Municipality of the United Townships of Head, Clara & Maria are committed as an organization to meeting the accessibility needs of people with disabilities in a timely manner and fully intend to comply with the requirements of the Integrated Accessibility Standards Regulation (IASRR), with a compliance date of January 1, 2014 and beyond as outlined below.

To provide accommodations and supports for persons with disabilities the Municipality will:

1. Multi-year Accessibility Plan – January 2014
  - a. Establish, maintain, and regularly update a multi-year accessibility plan at least every five years, in accordance with the requirements of the IASR, outlining the Municipality's strategy to prevent and remove barriers for people with disabilities.
  - b. Complete and post annual status reports on the plan as required.
2. Procurement – January 2014
  - a. Incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities, including self-service kiosks, in accordance with the requirements of the IASR, except where it is not practicable to do so.
  - b. When it is not practicable to do so, an explanation shall be provided upon request.
  - c. During procurement activities the Municipality will request a list of accessible features of the product or service from the provider.
  - d. The Accessibility Plan will include a list of criteria developed to be utilized to assess the product or service to obtain a final result which meets Accessibility Standards and Municipal requirements.
3. Training – January 2015
  - a. Ensure that training is provided and kept up to date on the requirements of the Accessibility Standards in accordance with the IASR, as well as the Human Rights Code as it relates to people with disabilities.

- b. Accessibility and Human Rights Code training will be provided to each new permanent employee within one month of hire.
  - c. An annual review of Accessibility and Human Rights Code training will be provided to each member of Council, employee and volunteer including Public Library Volunteers on a regular basis.
4. Information and Communication – January 2016
- a. Create, provide and receive information and communications in ways that are accessible to people with disabilities as outlined in Policy P&G165/ ADMIN/Customer Services Standard Policy Oct-09 to comply with the Information and Communication Standard requirements of the IASR.
  - b. Upon request the Municipality shall provide or arrange for providing accessible formats and communication supports for people with disabilities in a timely manner and in consultation with the person making the request as outlined in Policy P&G165/ ADMIN/Customer Services Standard Policy Oct-09.
  - c. Costs for accessible formats and communications supports will be no more than the regular cost for documents charged to other people. All other costs will be borne by the Municipality.
  - d. The Municipality shall notify the public about the availability of accessible formats and communication supports in all Municipal communications.
5. Feedback – January 2015
- a. To comply with the IASR, the Municipality will advertise the opportunity for Feedback on Accessibility Accommodations as described in the Municipal Policy P&G165/ ADMIN/Customer Services Standard Policy Oct-09.
6. Municipal Website – January 2014
- a. Upon the redevelopment of the Municipal Web site the Web Content Accessibility Guidelines (WCAG) 2.0 Level A standards will be met and regularly maintained except where meeting the requirement is not practicable.
    - i. To determine practicability the Municipality may consider the availability of commercial software or tools or both.
7. Employment Standards – January 2015
- a. To comply with the Employment Standard requirements of the IASR the Municipality will identify, prevent, and remove barriers across the employment life cycle for people with disabilities and will provide accommodation where required short of undue hardship.

- b. Employees and the public shall be notified of the availability of accommodations for applicants with disabilities in the recruitment process.
  - c. Consultation with an applicant shall be made to arrange for or provide for the provision of a suitable accommodation in a manner that takes into consideration the applicant's accessibility needs due to disability.
  - d. Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. Please see policy P&G159/ADMIN/Policy on Accommodation/Oct-2009.
  - e. Workplace emergency response information will be provided to individual employees, as necessary. If assistance is necessary in the event of an emergency it will be arranged.
  - f. Emergency response information and plans will be reviewed on a regular basis and as needs change.
  - g. As required the employer will develop and have in place a documented return to work process for employees with disabilities.
  - h. During performance appraisals, the employer shall take into consideration the accessibility needs of the employee and individual accommodation plans.
  - i. The municipality does not provide Career Development, Advancement or Redeployment programs due to the size of the organization.
8. Transportation – n/a
- a. The Municipality does not have a requirement to comply with the Transportation Standard requirements of the IASR as it does not have any transit services or license taxicabs.
9. Design Criteria – January 2016
- a. Although not a requirement until 2016, the Municipality will consider accessible design criteria for the design of public spaces as renovations are made or new builds occur.