

ACCESSIBILITY POLICY AND POLICY STATEMENT

Updated and Approved by Council: January 18, 2017

POLICY STATEMENT

The Municipality of Dutton Dunwich is committed to eliminating barriers and improving accessibility for people with disabilities in a manner that respects dignity, independence, integration and equal opportunity.

The Municipality of Dutton Dunwich recognizes the diverse needs of all our residents and customers and will respond by striving to provide goods, services and facilities that are accessible to all.

PURPOSE

The Municipality of Dutton Dunwich is committed to being responsive to the needs of all its residents and employees. In order to meet the needs of people with disabilities the Municipality of Dutton Dunwich will:

- Ensure policies, practices and procedures address dignity, independence, integration and provide for equal opportunity for people with disabilities.
- Allow people with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the Municipality.
- Accommodate the accessibility needs of people with disabilities to ensure they can obtain, use or benefit from the Municipality's goods, services, programs and facilities.
- Communicate with people with disabilities in a manner that takes into account the persons disability.

The Municipality will promote accessibility by ensuring that compliance is met for all regulations made under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11.

DEFINITIONS

1. Disability: as defined in the Ontario Human Rights Code, R.S.O. 1990 c.H.19.
2. Service Animal: for the purpose of this policy, an animal is a service animal for a person with a disability if:
 - The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability; as a result or visual indicators such as the vest or harness worn by the animal;

- the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
 - A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
 - A member of the College of Chiropractors of Ontario.
 - A member of the College of Nurses of Ontario.
 - A member of the College of Occupational Therapists of Ontario.
 - A member of the College of Optometrists of Ontario
 - A member of the College of Physicians and Surgeons of Ontario.
 - A member of the College of Physiotherapists of Ontario.
 - A member of the College of Psychologists of Ontario.
 - A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

3. Guide Dog: as defined in the Blind Persons' Right Act, R.S.O. 1990, C.B.7.

4. For all other definitions, refer to the Integrated Accessibility Standard Regulation O. Reg 191/11. This Regulation will be referred to as the "IASR" for the remainder of this Policy.

ACCESSIBILITY PLANNING

The Municipality of Dutton Dunwich will establish, implement, maintain and document a multi-year accessibility plan. The multi-year accessibility plan will outline how the Municipality will prevent and remove barriers and meet the requirements under the "IASR" O.Reg 191/11.

The plan will be posted on the Municipality's website and will be available in an accessible format upon request. The multi-year accessibility plan will be reviewed at least once every five years.

An annual status report will be prepared outlining the progress taken to implement the strategy of the Plan. The status report will be posted on the Municipality's website.

PROCUREMENT

The Municipality will ensure accessibility design, criteria and features when purchasing goods, services and facilities except where it is not practicable to do so. Should the Municipality determine that it is not practicable to incorporate accessibility design, criteria and features when purchasing or acquiring goods, services or facilities, it will provide an explanation upon request.

ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS/FORMAT OF DOCUMENTS

The Municipality will provide alternate formats of information and communication that are produced by, or in direct control of the Municipality. This does not apply to information

that the Municipality does not control directly or indirectly through a contractual relationship.

This will be done upon request (Appendix 1), in a timely manner and at a cost that is no more than the cost charged for the original format. 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.

The Municipality will provide communication supports to members of the public upon request. If the Municipality is unable to obtain the requested communication support, the Municipality will consult with the individual to determine an appropriate alternative method of communication.

The Municipality will consult with the individual making the request to determine the suitability of an accessible format or communication support.

FEEDBACK PROCESS

The Municipality will accept feedback from members of the public relating to the provision of accessible goods, services or facilities to people with disabilities. The Municipality will ensure that the feedback process is accessible to people with disabilities by providing, or arranging for the provision of accessible formats and communications supports, upon request.

The Municipality will develop procedures that specify the actions that will be taken if a complaint is received about the manner in which it provides goods, services or facilities to people with disabilities.

Information regarding the feedback process will be posted on the Municipality's Website. Individuals can request this information by contacting the Municipality. In accordance with section 11 of the "IASR" when seeking feedback from the public, the Municipality will provide accessible formats and/or communication supports to members of the public upon request.

EMERGENCY PROCEDURES, PLANS AND PUBLIC SAFETY

The Municipality will provide emergency procedures, plans and public safety information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

DESIGN OF PUBLIC SPACES

The Municipality will comply with the requirements found in Part IV.1 of the "IASR" where applicable, in relation to public spaces.

TEMPORARY SERVICE DISRUPTIONS

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

Notice of the disruption will include: the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any that are available.

Procedures for specific service disruption will be developed, and a copy of the procedures will be made available to individuals upon request. Notice will be given by posting the information in a conspicuous place as well as by posting the information on the Municipality's website.

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 a person with a disability to be accompanied by a support person, but only if, after consulting with the persons with the disability and considers the available evidence, the Municipality determines that:

- A support person is necessary to protect the health and safety of the person with a disability or the health and safety of others on the premises.

Admission fees will be waived for support persons who accompany a person with a disability.

SERVICE ANIMALS

The Municipality will ensure that an individual accompanied by a service animal is permitted to enter the premises with the animal and to keep the animal with the individual, unless the animal is otherwise excluded by law from the premises.

If a service animal is excluded by law from the premises, the Municipality will ensure that other measures are available to allow a person with a disability to obtain, use or benefit from the Municipality's goods, services or facilities.

The individual with the service animal is responsible for the care and control of their service animal at all times, while on Municipal premises.

ASSISTIVE DEVICES

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

If a person with a disability is unable to access a service or facility through the use of their own personal assistive device, the Municipality will consult with the customer to determine an alternate means.

TRAINING

The Municipality will provide training to:

- All people who are an employee of, or a volunteer with the organization.
- All other people who provide goods, services or facilities on behalf of the organization.

The training will include:

- An overview of the Ontario Human Rights Code.
- A review of the Accessibility for Ontarians with Disabilities Act, 2005.

- A review of the Integrated Accessibility Standards Regulation (O. Reg 191/11).
- Specific review of “IASR” requirements, based on the duties associated with the employee.
- 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 guide dog or other service animal or the assistance of a support person.
- What to do if a person with a disability is having difficulty accessing the Municipality’s goods, services or facilities.

The training will be appropriate to the duties of the employees, volunteers and other people. Employees will be trained as soon as practicable. Training will be provided to the aforementioned individuals with respect to any policy changes on an ongoing basis. Training logs will be kept in accordance with the “IASR.”

WEBSITE AND WEB CONTENT

In accordance with the “IASR”, the Municipality will ensure that websites and web content are created in a manner keeping with the expectations of the Web Content Accessibility Guidelines 2.0 (WCAG). The Municipality is currently creating its website and web content in accordance with WCAG 2.0, Level A and will ensure that websites and web content are created in accordance with Level AA by January 1 2021. If an individual is having difficulty accessing the Municipal website or content found on its website, they can contact the Municipality.

Accessible web content is being produced in the following ways:

- In House: staff receives training that ensures PDF documents are created in accordance with WCAG 2.0.
- Third-party Documents: The Municipality will put forward efforts to ensure that documents provided to the Municipality on behalf of a third-party, that will be posted on the Municipality’s website and not in direct control of the Municipality will be remediated in accordance with WCAG 2.0, unless it is not practicable to do so.
- In the event that it is not practicable to remediate a third-party document, for which the Municipality is not in direct control of, a member of the public may contact the Municipality to arrange for the information to be provided in an accessible format, upon request. The Municipality will consult with the requesting individual to determine suitability of format.

LEGISLATIVE AUTHORITY

- Accessibility for Ontarians with Disabilities Act, 2005, S.O., 2005, c. 11
- Integrated Accessibility Standard Regulation (O.Reg 191/11)
- Ontario Human Rights Code, R.S.O. 1990, c. H. 19

RESPONSIBILITIES

Municipal Council and staff are responsible for adhering to the parameters of this policy.
Staff will consult with the Accessibility Coordinator on the implementation of this policy.