



Integrated Accessibility Standards Regulations (IASR)

1. Purpose:

Under the *Accessibility for Ontarians with Disabilities Act, 2005* all public private sector organizations must meet the requirements of accessibility standards established by regulation. The policy establishes the Integrated Accessibility Standards Regulation in the areas of Information and Communications, Employment, Transportation and Built Environment for the Town of Kirkland Lake in accordance with Ontario Regulation 191/11 and with the Ministry of Community and Social Services intent to “streamline, align and phase-in accessibility requirements and allow for progress on accessibility and reduce the regulatory burden for obligated organizations”. This regulation came into force July 1, 2011.

2. Scope and responsibilities:

This policy has been drafted in accordance with the Regulation and addresses how the Town of Kirkland Lake achieves accessibility through meeting the regulation’s requirements. It provides the overall strategic direction that we will follow to provide accessibility supports to Ontarians with disabilities. The requirements of the Regulation include:

- 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**; and
- Other **specific requirements under the information and communication, employment and transportation standards**.

3. Policy Statement and Organizational commitment:

The Town of Kirkland Lake is committed and guided by the four core principles of Dignity, Independence, Integration and Equal Opportunity and supports the full inclusion of persons as set out in the Canadian Charter of Rights and Freedoms, and the *Accessibility for Ontarians with Disabilities Act, 2005*. The Town of Kirkland Lake shall

use every effort to ensure that we meet the needs of people with disabilities, in a timely manner, through the implementation of this policy.

4. Definitions:

Accessible formats: may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats unusable by persons with disabilities.

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.

Communication Supports: may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Communications: means the interaction between two or more persons or entities, or any combinations of them, where information is provided, sent, or received.

Conversion ready: means an electronic or digital format that facilitates conversion into accessible formats.

Designated Public Sector Organization: Means every municipality and every person or organization listed in column 1 of table 1 in Ontario regulation 146/10 (Public Bodies and Commission Public Bodies-Definitions) made under the Public Service Ontario Act, 2006.

IAP: means Individualized Accommodation Plan.

Information: means 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 Assisted Device: Means a cane, walker, wheelchair, scooter or similar aid.

New Internet Website: means either a website with a new domain or name or a website with an existing domain name undergoing a significant refresh.

Redeployment: means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated.

Unconvertible: means it is not technically feasible to convert the information or communications. It also means if the technology to convert the information or communications is not readily available.

5. General Provisions:

The Town of Kirkland Lake's Multi-year accessibility Plan outlines a phased-in strategy to prevent and remove barriers and addresses the current and future requirements of *Accessibility for Ontarians with Disabilities act (AODA)*. We will report annually on the progress and implementation of the plan, post the information on our website and will provide it in alternative formats upon request. The plan will be reviewed and updated at least once every five years.

Procuring or acquiring goods, services or Facilities:

We will use accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practical or do so, in which case, if requested we will provide an explanation.

Training:

The Town of Kirkland Lake will ensure that training is provided to all volunteers, employees and regular fee-for-service staff on the requirements of the accessibility standards referred to in the regulation and on the Human Rights Code as it pertains to persons with disabilities. Training will be provided as soon as practicable. If any changes are made to this policy or the requirements training will be provided. We shall maintain a record of the dates when training is provided and the number of individuals to whom it was provided.

6. Information and Communications standard:

Our organization will create, provide, and receive information and communications in ways that are accessible to people with disabilities.

If our organization determines that it is not technically feasible to convert the information or communications or the technology to convert the information or communication is not readily available, we will be obligated to provide the person that requires the information with:

- 1) An explanation as to why the information or communications are unconvertible;
- 2) A summary of the unconvertible information or communications.

7. Emergency Information:

If our organization prepares emergency procedures, plans or public safety information and makes the information available to the public, we shall provide the information in an accessible format or with appropriate communication supports, as soon as possible, upon request.

8. Feedback:

Our organization has processes in place for receiving and responding to feedback and will ensure that those processes are provided in accessible formats and with the communication supports upon request. We will notify the public about that availability of accessible formats and communication supports.

9. Accessible formats and Communication Supports:

The Town of Kirkland Lake shall be obligated to provide or arrange for accessible formats and communication and supports for persons with disabilities:

- Upon request in a timely manner that takes into account the persons' accessibility needs due to a disability;
- At a cost that is no more than the regular cost charged to other persons;
- Consult with the person making the request and determine suitability of an accessible format or communication support;
- Notify the public about the availability of accessible formats and communication supports.

10. Website Accessibility:

The Town of Kirkland Lake shall make their internet website and web content conform with World Wide Consortium Web Content Accessibility Guidelines (WCAG) 2.0 initially at level A and increasing to level AA. By January 1, 2014, any new web content with WCAG 2.0 level A. By January1, 2021 all internet website and web content will conform with WCAG 2.0 Level AA.

11. Public Libraries:

- Public Libraries shall provide access to or arrange for the provision of access to accessible materials where they exist;
- Public Libraries shall make information about the availability of accessible materials publicly available and provide information in accessible format or with appropriate communication supports, upon request.
- Public Library Boards may provide accessible format for archival materials, special collections and rare books.

12. Employment Standard

The Employment Standard builds upon the existing requirements under the Ontario Human Rights Code in relation to how to accommodate individuals with disabilities throughout the job application process and the employment relationship. It applies to employees and does not apply to volunteers and other non-paid individuals. The requirements of the Employment Standard shall be met by the Town of Kirkland Lake by January 1, 2014 unless otherwise specified.

13. Recruitment and Retention

We shall notify employees and the public about the availability of accommodations for applicants with disabilities:

- During the recruitment process when job applicants are individually selected to participate in an assessment or selection process;
- If a selected applicant requests an accommodation, we shall consult with the applicant and provide or arrange for the provision of a suitable accommodation that takes into account the applicant's disability.
- Notify successful applicants of the policies for accommodating employees with disabilities.

14. Employee Notification

The municipality shall inform its employees of its policies used to support its employees with disabilities, including but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability:

- As required to new employees as soon as practicable after they begin their employment;
- Whenever there is a change in policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.

15. Accessibility Formats

In addition and where an employee with a disability requests it, we will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- Information that is needed in order to perform the employee's job;
- Information that is generally available to employees in the workplace; and
- Consult with the employee making the request in determining the suitability of an accessible format or communication support

16. Individual Accommodation Plan (IAP)

We shall have in place a written process for the developing a documented individual accommodation plan for employees with a disability. Process to include:

- The employee's participation in the development of the IAP
- Assessment on an individual basis;
- Identification of accommodations to be provided;
- Timelines for the provision of accommodations;
- We may request an evaluation by medical or other expert at our expense, to assist with determining accommodation and how to achieve accommodation;
- Employee may request participation of a representative from their bargaining agent where represented, or otherwise a representative from the workplace where employee is not represented by a bargaining agent;
- Steps taken to protect the privacy of the employee's personal information;
- Frequency with which the IAP will be reviewed and updated and the manner in which it will be done;
- If denied, the reasons for denial are to be provided to the employee;
- A format that takes into account the employee's disability
- If requested, any information regarding accessible formats and communication supports provided;
- Identification of any other accommodation that is to be provided.

17. Return to Work

We will have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work. Such processes must be documented and must outline steps the Town of Kirkland Lake will take to facilitate the return to work and include an IAP plan.

18. Performance Management, Career Development and Advancement, Redeployment

We will take into account the accessibility needs and/or individual accommodation plans of employees when:

- Using performance management processes;
- Providing career development and advancement information;
- Using deployment procedures.

19. Workplace Emergency Response Information

The Town of Kirkland Lake shall provide individualized workplace emergency response information to employees who have a disability;

- If the disability is such that the individualized information is necessary and the employer is aware of needs for accommodation due to the employee's disability;
- If the employee receives an individual workplace emergency response information requires assistance with the employee consent we shall provide the workplace emergency information to the person designated by the Town of Kirkland Lake to provide assistance to the employee;
- As soon as practicable after being aware of the need for accommodation due to the employee's disability;
- Review the individualized workplace emergency response information when the employee moves to a different location in the organization, when overall accommodations, needs or plans are reviewed and when the employer reviews its general emergency response policies.

20. Transportation Standard

The Transportation Standard will make it easier for people to travel in Ontario, including people with disabilities, older Ontarians and families traveling with children in strollers.

As a municipality, The Town of Kirkland Lake we will:

- Consult with persons with disabilities and the public to determine proportion (refer to legislation page 50 section 79) of accessible taxis required in the community, including steps to meet the need;
- Ensure taxicabs do not charge higher fees or additional fees to persons with disabilities;
- Ensure taxicabs do not charge a fee for storage of assistive devices;
- Ensure taxicabs have appropriate information displayed both the rear bumper and available in accessible format to passengers.

The Town of Kirkland Lake Accessibility Plan will include progress made by the municipality to meet the accessible taxi needs of the community.