

## POLICY & PROCEDURE MANUAL

<b>SECTION</b>	ADMINISTRATION	<b>POLICY NUMBER</b>	2-7-09
<b>SUB-SECTION</b>	Accessibility	<b>EFFECTIVE DATE</b>	2017-12-15
<b>SUBJECT</b>	Integrated Accessibility Standards – General Requirements		
<b>AUTHORITY</b>	Council		

### **PURPOSE:**

The County of Dufferin is obligated to develop Accessibility Policies under the Accessibility for Ontarians with Disabilities Act (AODA) and Ontario Regulation 191/11. This regulation establishes general requirements for accessibility compliance as well as accessibility standards for customer service, information and communications, employment, transportation and the built environment for public spaces.

### **STATEMENT:**

The County of Dufferin is committed to the principles of independence, dignity, integration and equality of opportunity described in the AODA and to meeting the needs of people with disabilities, in a timely manner, through the implementation of this policy.

The County of Dufferin is committed to establishing, implementing and maintaining policies, practices and procedures that meet the requirements of the information and communications, employment, transportation, customer service and public spaces standards as applicable to meeting the needs of people with disabilities in a timely manner.

### **POLICY:**

The County of Dufferin is committed to excellence in serving every person. When providing information to, or communicating with, a person with a disability, we will do so in a manner that takes into account the person's unique abilities.

The County of Dufferin is committed to ongoing improvements to accessibility in its premises and facilities as required by law, as well as to the services offered to everyone.

The County of Dufferin is committed to promoting values that support relationships between people with disabilities and the County of Dufferin.

The County of Dufferin is committed to seeking the input of people with disabilities in the development and review of its accessibility plan.

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The County of Dufferin is committed to the establishment, implementation and maintenance of a multi-year accessibility plan which outlines the County of Dufferin strategy to prevent and remove barriers and meet its requirements under the Integrated Accessibility Standard.

The County of Dufferin is committed to the incorporation of accessibility criteria and features when procuring or acquiring goods, services or facilities.

The County of Dufferin is committed to the incorporation of accessibility criteria and features when designing, procuring or acquiring self-service kiosks.

County of Dufferin is committed to the training of all employees, volunteers, persons who deal with the public and anyone involved in the development and/or approval of County of Dufferin policies, practices and procedures on the requirements under the Integrated Regulation and the Human Rights Code as it pertains to persons with disabilities on behalf of the County of Dufferin.

## **PROCEDURES:**

### **General Requirements**

#### **Training**

The County of Dufferin will provide training to all employees, volunteers and others who deal with customers and the public on the County of Dufferin's behalf, and persons who are involved in the development and approval of policies, practices and procedures on the requirements under the Integrated Regulation and the Human Rights Code as it pertains to persons with disabilities.

Training will be provided within 90 days after an individual assumes responsibilities related to the public or a task under the standards.

The amount and format of training will be tailored to suit each person's anticipated interactions with the public or his/her involvement in the development of policies, procedures and practices pertaining to the provision of goods and services. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

#### **Multi-Year Accessibility Plan**

The County of Dufferin's Accessibility Advisory Committee will establish, implement and maintain a multi-year accessibility plan that meets the legislated requirements of the Accessibility for Ontarians with Disabilities Act.

The following lower tier municipalities may, by approval of their respective Councils, choose to adopt the County's multi-year accessibility plan:

- Township of Amaranth;
- Township of East Garafraxa
- Township of Melancthon
- Township of Mulmur

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- Town of Grand Valley
- Town of Mono
- Town of Shelburne

All Departments within the corporation will actively assist the Dufferin County Accessibility Advisory Committee with the establishment, implementation and maintenance of a multi-year accessibility plan which will outline the County of Dufferin’s specific strategy to prevent and remove barriers.

The multi-year accessibility plan will indicate how the County of Dufferin intends to implement the requirements of the Integrated Regulation within legislated timelines. The plan will also address the identification, removal and prevention of barriers to people with disabilities in the organization.

Specifically the multi-year plan will:

- a) Provide a framework for developing cohesive accessibility initiatives which identify, remove and prevent barriers.
- b) Set annual goals for specific improvements to accessibility
- c) Establish action plans for meeting those goals and initiating accountability at various levels
- d) Seek input and suggestions from the wider organizational community

## **Procurement**

The County of Dufferin will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, including self-serve kiosks. If it is not possible and practical to do so, we will provide an explanation upon request.

The County of Dufferin will assess their purchasing and procurement processes, policies, practices and procedures to identify barriers for persons with disabilities.

The County of Dufferin will ensure that when purchasing or acquiring goods, services or facilities that accessibility for persons with disabilities are taken into account and all reasonable efforts are made to ensure the goods, services or facilities are barrier free.

The County of Dufferin will incorporate its strategy for accessibility in its purchasing and procurement practices into its multi-year accessibility plan.

## **Self-service kiosks**

The County of Dufferin will incorporate accessibility features/consider accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

The County of Dufferin will indicate their intentions to acquire self-service kiosks in the Multi-Year Accessibility plan.

The County of Dufferin will indicate the type of kiosks, accessibility features and location of each self-service kiosk in the Multi-Year Accessibility Plan.

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The County of Dufferin will ensure that details and accessibility features of each self-service kiosk are posted in a public space on the premises as well as on the COUNTY OF DUFFERIN website.

The County of Dufferin will ensure that staff are trained on the use and accessibility features of the self-service kiosks.

### **Information and communications**

The County of Dufferin will 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.

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 County of Dufferin will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

The County of Dufferin will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees. Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

The County of Dufferin performance management, career development and redeployment processes will take into account the accessibility needs of all employees. Note: This only applies to organizations that already have these processes in place.

### **Transportation Standards**

The County of Dufferin will ensure that any transportation services provided by the County will provide equal access to people with disabilities. We will do so by removing and preventing barriers to accessible transportation offered by Dufferin County’s departments.

### **Design of Public Spaces**

The County of Dufferin will incorporate accessibility criteria and features in accessible service related elements; eating and outdoor play spaces; exterior paths of travel; maintenance of public spaces; on and off street parking as well as trails and beach access routes.

### **Changes to existing policies**

The County of Dufferin will modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.