

<b>Policies and Procedures</b>			
Department	Town of Smooth Rock Falls		
Section	Accessible Policy	Effective:	August 2018
Subject:	<b>Customer Service</b>	Page:	Page 1 of 2
Approved by:	Municipal Council	Revised:	

**POLICY STATEMENT**

The Corporation of the Town of Smooth Rock Falls is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario’s accessibility laws.

**LEGISLATIVE AUTHORITY**

The Integrated Accessibility Standards Regulation O.Reg. 191/11

**TRAINING**

We are committed to training staff and volunteers in Ontario’s accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

We will train our employees and volunteers on accessibility as it relates to their specific roles.

**Training**

All Town employees, volunteers and third parties providing goods and services to members of the public on the Town's behalf, as well as those who develop the policies, practices and procedures governing the provision of goods or services to members of the public or other third parties, shall receive accessibility training.

This training shall include:

- A review of the purposes of the *AODA* and the requirements of the *Integrated Accessibility Standards Regulation IASR (Ontario Regulation 191/11)* and instruction about the following matters:

- How to interact and communicate with persons with various types of disability;
- How to interact with persons with disabilities who use assistive devices or require the assistance of guide dogs or other service animals or the assistance of support persons;
- How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability;
- What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services; and,
- A review of the requirements of other accessibility standards referred to in the *AODA Integrated Accessibility Standards* and the *Human Rights Code* as it pertains to persons with disabilities.

The training provided shall be appropriate to the duties of the employee, volunteer or third party. Training shall take place as soon as is practicable; upon completion, the town shall keep a record of the training provided, including the dates on which accessibility training took place.

## **Feedback**

Feedback on how goods, services and programs are provided to people with disabilities shall be invited, forwarded to the appropriate personnel, responded to, documented and tracked.

## **PROCUREMENT**

We 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.

## **SELF-SERVICE KIOSKS**

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

## **INFORMATION AND COMMUNICATIONS**

We 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**

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

We 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.

Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

## **CHANGES TO EXISTING POLICIES**

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