



Integrated Accessibility Standards Policy

Part I – General Requirements, Training and Procurement

Policy Statement

The purpose of this policy is to set out the requirements of *Ontario Regulation 191/11 - Integrated Accessibility Standards* which reflect a number of accessibility standards that organizations, including Halton Region, are required to meet.

This document has been organized into the following sections:

- Part I General Requirements, Accessibility Plans, Procurement and Training
- Part II Accessible Information and Communications Standards
- Part III Accessible Employment Standards
- Part IV Design of Public Spaces Standards

This policy is not intended to replace or supersede Halton's Accessible Customer Service Policy, required by *Ontario Regulation 429/07* and approved by Regional Council on June 3, 2009. This document shall be made publicly available and will be provided in an accessible format upon request, as soon as is practicable.

Statement of Organizational Commitment

The Regional Municipality of Halton (hereinafter referred to as Halton Region) is committed to meeting: the objectives and requirements of *Ontario Regulation 191/11 - Integrated Accessibility Standards* (IASR) under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA); and the accessibility needs of persons with disabilities with respect to Halton Region's programs, services and facilities, in a timely manner.

Background

The AODA was created with the goal of developing standards that would improve accessibility for people with disabilities across the Province of Ontario. The AODA allows the Provincial government to develop specific standards of accessibility and enforce them. These standards are made into Regulations pursuant to the AODA.

The IASR came into force on July 1, 2011 and initially included accessibility standards in the areas of information and communications, employment and transportation. In December 2012, the IASR was amended to include standards related to the design of public spaces. The IASR requires designated public sector organizations, including municipalities, to implement these requirements.

Scope

This policy applies to the provision of goods, services or facilities to members of the public and employees by, or on behalf of, Halton Region.

This policy will be reviewed and amended, as required, when additional accessibility related Regulations are enacted by the Government of Ontario and when changes are made to the legislative framework governing accessibility.



Definitions

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

Disability, as defined by the AODA and the Ontario *Human Rights Code*, is:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Kiosk means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.

Guidelines and Procedures

Accessibility Plans

Halton Region will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR.

The multi-year accessibility plan will be:

- posted on Halton Region's website and be provided in an accessible format, upon request, as soon as is practicable; and,
- reviewed and updated at least once every five years.

Annual Status Reports

Halton Region will prepare an annual status report on the progress of measures taken to implement the multi-year accessibility plan. The status report will be posted on Halton Region's website and will be provided in an accessible format, upon request, as soon as is practicable.



Procurement or acquiring goods, services or facilities

Halton Region will incorporate accessibility design, criteria and features when procuring and acquiring goods, services or facilities, except where it is not practicable to do so. Consideration will also be given to incorporating accessibility features should Halton Region design, procure or purchase self-serve electronic kiosks.

If Halton Region determines that it is not practicable to incorporate accessibility design, criteria and features when designing, procuring or acquiring goods, services or facilities, it shall provide an explanation, upon request.

Training

Halton Region shall ensure that the following persons have been trained on the requirements in the IASR and the Ontario *Human Rights Code*, as it pertains to persons with disabilities:

- employees;
- individuals completing a practicum, co-op or placement as part of an academic program;
- volunteers; and,
- persons who participate in developing the organization's policies.

The training shall be appropriate to the duties of the employees, volunteers and other persons and shall be provided as soon as practicable.

Halton Region shall provide training to the persons listed above with respect to any changes to Halton's IASR policies, on an ongoing basis.

Ensuring that contractors and agents who provide goods, services or facilities on behalf of Halton Region have been trained will be addressed through Halton's procurement process.

Part II - Accessible Information and Communications Standards

Definitions

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

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.

Information includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

Web Content Accessibility Guidelines means the World Wide Web Consortium Recommendation, dated December 2008, entitled "Web Content Accessibility Guidelines (WCAG) 2.0".



Guidelines and Procedures

Feedback

Halton Region shall ensure that the processes for receiving and responding to feedback are accessible to people with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request.

Accessible formats and communication supports

Halton Region will notify the public about the availability of accessible formats and communication supports.

Halton Region will, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities:

- in a timely manner that takes into account the person's accessibility needs;
- consult with the person making the request in determining the suitability of an accessible format or communication support; and,
- at a cost that is no more than the regular cost charged to other persons.

Exceptions

The IASR does not apply to the following:

- product and product labels;
- unconvertible information or communications; and,
- information that Halton Region does not control directly or indirectly through a contractual relationship.

If Halton Region determines that information or communications are unconvertible, the Region shall provide the person requesting the information or communications with an explanation as to why the information or communications are unconvertible and a summary of the unconvertible information or communications.

Emergency procedures, plans or public safety information

Emergency procedures, plans or public safety information, that are publicly available, shall be provided in an accessible format or with appropriate communication supports, upon request, as soon as practicable.

Accessible Websites and Web Content

Halton Region shall work toward making its website and web content conform to Web Content Accessibility Guidelines, initially at level A and increasing to level AA in accordance with the timeframes set out in section 14 (4) of the IASR.



Part III - Accessible Employment Standards

Application

The requirements set out in the Accessible Employment Standards section of the Halton Region Integrated Accessibility Standards Policy apply only to employees of Halton Region. They do not apply to volunteers or other non-paid individuals.

Definitions

Career development and advancement includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them.

Performance management means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.

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 by the organization.

Guidelines and Procedures

Recruitment

Halton Region shall do the following:

- Notify its employees and the public about the availability of accommodation for applicants with disabilities in recruitment processes.
- Notify job applicants when they are selected to participate in an assessment or selection process that accommodations are available, in relation to the materials or processes to be used.
- Consult with the applicant to provide or arrange for the provision of suitable accommodation that takes into account the applicant's accessibility needs.

Notice to successful applicants

When making offers of employment, Halton Region will notify the successful applicant of the Region's policies for accommodating employees with disabilities.

Informing employees of supports

Halton Region shall inform employees of the Region's policies used to support its employees with disabilities including those on the provision of job accommodation that take into account an employee's accessibility needs.

This information will be provided to new employees as soon as practicable after they begin their employment with Halton Region. Updated information will be provided to employees whenever there is a change to existing policies on the provision of job accommodations.



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Accessible formats and communication supports for employees

When requested by an employee, Halton Region will consult with the employee to provide or arrange for the provision of accessible formats and communication supports needed to perform the employee's job and information generally available to employees in the workplace.

Workplace emergency response information

Halton Region will 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 Region has been made aware of the need for accommodation due to the employee's disability.

Individualized workplace emergency response information will be reviewed when an employee moves to a different location in the organization, when the employee's overall accommodation needs or plans are reviewed and when Halton reviews its general emergency response policies.

Documented individual accommodation plans

Halton Region shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. The process shall include the elements identified in section 28 (2) of the IASR.

Return to work process

Halton Region shall develop, document and 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 to return to work.

Performance management, career development and advancement, and redeployment

Halton Region shall take into account the accessibility needs of employees with disabilities and individual accommodation plans in performance management processes, when providing career development and advancement opportunities and when considering redeployment of employees with disabilities.

Part IV – Design of Public Spaces Standards

Application

The requirements in this section of the Integrated Accessibility Standards Policy are based on Part IV.1 Design of Public Spaces Standards section of the IASR and apply to public spaces that are newly constructed, redeveloped or significantly altered.

Schedule

Halton Region shall meet the requirements set out in Part IV.1 Design of Public Spaces Standards section of the IASR by January 1, 2016 and in accordance with sections 80.3 and 80.5 of the IASR.



Guidelines and Procedures

Where applicable, Halton Region will meet the technical and public consultation requirements identified in the IASR for the following elements:

- Recreational trails and beach access routes
- Outdoor public use eating areas
- Outdoor play spaces
- Exterior paths of travel
- Accessible parking
- Service counters, fixed queuing guides, and waiting areas

Review and Approvals

Performance Measurement

The Integrated Accessibility Standards Policy will be reviewed and/or amended when additional accessibility regulations are enacted by the Government of Ontario or as required.

Related Documents

- *Ontarians with Disabilities Act, 2001*
- *Accessibility for Ontarians with Disabilities, 2005*
- *Ontario Regulation 191/11 – Integrated Accessibility Standards*
- *Ontario Regulation 429/07 – Accessibility Standards for Customer Service*
- Halton Region Accessible Customer Service Policy
- Ontario *Human Rights Code*

Approval

- Approved by Regional Council on November 14, 2012 through Report No. LPS69-12
- Amended by Regional Council on November 13, 2013, through Report No. LPS86-13
- Amended – September 30, 2014

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