

# CORPORATE POLICY

	<b>Corporate Policy</b>	
	<b>Accessibility Policy</b>	
<b>DEPARTMENT:</b> CCRS	<b>POLICY NUMBER:</b> M-002	
<b>AUTHOR:</b> Lolita Paroski, Inclusion Coordinator	<b>KEY WORD:</b> Accessibility; AODA; Integrated Standard	
<b>RELATED DOCUMENTS/LEGISLATION:</b> Accessibility for Ontarians with Disabilities Act, 2005 Integrated Accessibility Standards Regulation, 191/11 Accessibility Standards for Customer Service Regulation, 429/07	<b>ORIGINALLY APPROVED:</b>  November 26, 2012	
<b>ATTACHMENTS:</b>	<b>REVISION DATE:</b> <b>REPLACES:</b> Accessibility For Customer Service Standard Policy	

The Corporation of the City of Waterloo values the contributions and participation of all citizens in the life of the City. To facilitate this involvement, the City is committed to providing goods and services that are equally accessible to all.

**PURPOSE:**

The Accessibility Policy will act as an all-encompassing policy to guide the actions of the Corporation in fulfilling the requirements of the Standards developed under the Accessibility for Ontarians with Disabilities Act, 2005.

The requirements set out in the Accessibility Policy are not a replacement or a substitution for the requirements established under the Human Rights Code nor does the Policy limit any obligations owed to persons with disabilities under any other legislation.

Further amendments to the Accessibility Policy may occur as new Standards are developed and will be brought forward for Council approval based on timelines and compliance requirements.

<b>Municipal Act Mandatory Policy:</b> <b>No</b>	<b>Policy Administration Team Review Date:</b> <b>November 9, 2012</b>	<b>Corporate Management Team Review Date:</b>
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**DEFINITIONS:**

For the purposes of the Accessibility Policy, the following terms have the following meanings:

Act - Means the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11.

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.

Assistive Devices - Means any piece of equipment or any product used to maintain or improve functional capabilities of persons with disabilities.

City - Means the Corporation of the City of Waterloo.

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.

Disability - For the purposes of this policy, 'disability', as defined in section 10 of the Human Rights Code, R.S.O. 1990 c. H.19.

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.

Regulation

- i) Means Ontario Regulation 429/07, Accessibility Standards for Customer Service
- ii) Means Ontario Regulation 191/11, Integrated Accessibility Standards

Service Animal Means either:

- i) A 'guide dog' as defined in section 1 of the Blind Persons Rights' Act, R.S.O. 1990, c.B.7; or
- ii) An animal used by a person with a disability, including but not limited to a dog, if:
  - a) It is readily apparent that such animal is used by the person for reasons related to his or her disability; or
  - b) the person provides a letter from a physician or nurse confirming that the person requires such animal for reasons relating to his or her disability.

Service Disruption - Means the temporary disruption of facilities or services operated or provided by the City of Waterloo including but not limited to washroom facilities, elevators and websites.

Service Provider- Means every person who deals with members of the public or other third parties on behalf of the City.

Support Person - Means in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

Third Party - Means any person or entity that provides goods and services on the City's behalf.

**SCOPE:**

The Accessibility for Ontarians with Disabilities Act, 2005, the Ontario Regulation 429/07, Accessibility Standards for Customer Service, and the Ontario Regulation 191/11, Integrated Accessibility Standards, requires that every prescribed provider of goods and services establish policies, practices and procedures governing the provision of goods and services to persons with disabilities.

The Accessibility Policy applies to all staff of the City's organization including members of Council, full time, part time, contract staff and in addition direct City of Waterloo volunteers.

**POLICY COMMUNICATION:**

The Accessibility Policy will be posted on the City website and Intranet. Staff will be advised of the policy during staff AODA Customer Service Standard training. Any amendments to this Policy will be communicated to all staff of the City's organization in the same manner.

**POLICY:**

a) Accessibility Plans

The City will establish, implement, maintain and document a multi-year Accessibility Plan, which will outline the ways the City will identify, prevent and remove barriers.

b) Communication with Persons with a Disability

When communicating with a person with a disability, the City will do so in a manner that takes into account the person's disability. Any person with a disability may request reasonable accommodation and/or alternate formats to facilitate their interaction with the City, in which case the City will work with the person with a

disability to provide a timely and appropriate accommodation and/or alternate format.

c) Assistive Devices

The City shall use reasonable efforts to facilitate the use of assistive devices to access goods and/or services provided by the City.

It is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

The City provides a variety of assistive devices at its facilities. A detailed list and information on the operating procedures for those devices will be available on the City's website or by requesting a copy from the facility where the device is present.

d) Emergency Information

The City shall provide publicly available emergency procedures, plans or public safety information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

e) Feedback

The City values the feedback from its citizens. Feedback from a member of the public about the delivery of goods and services to persons with disabilities may be submitted by telephone, in person, in writing, in electronic format, through TTY or through other methods.

The author of the feedback will be provided with a response in the format in which the feedback was received and will outline the actions taken to resolve the concern, if any.

f) Notice of Temporary Service Disruptions

The City is aware that the operation of its services and facilities is important to the public. However, temporary disruptions in the provision of City goods, services and facilities may occur.

The City will make reasonable effort to provide notice to the public of the disruption. The notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that may be

available. The City will make reasonable effort to provide advance notice of planned disruption. In situations of unplanned disruption, advance notice may not be possible. In such instances, the City will provide notice as soon as possible.

The City will provide notice by posting the information in visible places and/or on the City's website as soon as reasonably possible.

g) Procuring or acquiring goods, services or facilities

The City shall incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.

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

h) Provision of Goods and Services to Persons with Disabilities

The City shall use reasonable efforts to provide goods and services in a manner that respects and promotes the principles of independence, integration, dignity and equal opportunity.

i) Self-service kiosks

The City shall incorporate accessibility features when designing, procuring or acquiring self-service kiosks.

j) Service Animals

The City is committed to welcoming people with disabilities who are accompanied by a service animal on all City facilities that are open to the public. The City will ensure that the individual is permitted to keep the service animal with him or her unless the animal is otherwise excluded by law.

If a service animal is excluded by law, the City will ensure that alternate means are available to enable the person with a disability to obtain, use or benefit from the City's goods and services.

If it is not readily apparent that the animal is a service animal, the person with a disability may be requested to provide a letter from a physician or a nurse confirming that the person requires the service animal for reasons relating to his or her disability.

It is the responsibility of the person with a disability to ensure that his or her service animal is kept in control at all times.

k) Support Persons

A person with a disability is welcome to participate in City programs and services accompanied by a support person. A support person, when assisting a person with a disability to obtain, use or benefit from the City's goods and services will be permitted to attend at no-charge. To facilitate the attendance of a support person, the City recognizes the Personal Attendant for Leisure (PAL) Card.

The City may require a person with a disability to be accompanied by a support person while on City premises in situations where it is necessary to protect the health and safety of the person with a disability and the health and safety of others on the premises.

If, in the presence of a support person, personal information is being discussed, City staff must ensure that the individual consents to the support person being present. Consent can be given verbally or in writing.

l) Training

The City will ensure that the following persons receive training in Accessibility Standards for Customer Service:

- a) Any person who deals with members of the public and third parties on behalf of the City with respect to the provision of goods and services.
- b) Any person who participates in developing the City's policies, practices and procedures governing the provision of goods and services to members of the public or other third parties.

Training will be provided as soon as practicable upon a person being assigned the applicable duties and on an ongoing basis in connection with changes to City policies, practices and procedures governing the provision of goods and services to persons with disabilities.

Training will include a review of the purposes of the Act and the requirements of the Regulation and instructions on the following:

- a) How to interact and communicate with persons with various types of disability.

- b) How to interact with persons 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.
- c) How to use equipment or devices available on the City's premise or otherwise provided by the City that may help with the provision of goods or services to a person with a disability.
- d) What to do if a person with a particular type of disability is having difficulty accessing the City's goods and services.

The City will keep records of the training provided including dates the training is provided and the number of persons trained.

m) Workplace emergency response information

The City shall provide individualized workplace emergency response information to employees who have a disability.

The City shall notify all staff that they have the right to customized emergency response plans for those staff who need assistance during an emergency.

The City shall work with the employee to develop an emergency response plan to respond to the employees individualized needs.

Availability of Accessibility Standards for Customer Service Documents

This policy and any other documents key to the delivery of goods and services will be made available on the City's website and available through the City Clerk's Office. This document can be provided in a format that takes into account a person's disability, upon request.