

Appendix “A” to By-law 2025-48

Title: Accessibility Standards Policy	Policy No. P2-2009
Approved by: OSM Council	Page No. 1 of 10
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Responsibility: Council and Staff	Appendix “A” to By-law 2025-48 (Repealed By-law 2009-46)

Township of Otonabee-South Monaghan Accessibility Standards Policy

1.0 Policy Statement

The Township of Otonabee-South Monaghan recognizes that persons with disabilities should be provided with an equal opportunity to access goods and information in a manner consistent with the principles of independence, dignity, integration and equality as stated in the regulations of the *Accessibility for Ontarians with Disabilities Act, 2005*.

The Township of Otonabee-South Monaghan is committed to ensuring equal access and participation for people with disabilities. The Township is committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. The Township believes in integration and is committed to meeting the needs of people with disabilities in a timely manner and will do so by removing and preventing barriers to accessibility and meeting the accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario’s accessibility laws.

2.0 Strategic Plan

In the Township of Otonabee-South Monaghan’s Strategic Plan, accessibility plans for all Township facilities are identified as a strategic priority and align with the plan’s goals to improve our residents’ quality of life and its goal of organizational excellence.

3.0 Purpose

The *Accessibility for Ontarians with Disabilities Act* (AODA), 2005 provides for the establishment of accessibility standards. Accordingly, *Ontario Regulation 191/11, Integrated Accessibility Standards*, was enacted. Under this Regulation, municipalities must establish policies, procedures, and practices governing the provisions of their goods or services to persons with disabilities. In addition, the Township must use all reasonable efforts to ensure that its policies, procedures, and practices provide accessible customer services to people with various kinds of disabilities and that the core principles of independence, dignity, integration, and equal opportunity, as defined herein, are respected.

The purpose of this policy is to fulfill certain requirements as set out in Ontario Regulation 191/11 made under the AODA and other relevant sections of that Act, as well as the Ontarians with Disabilities Act, 2001.

4.0 Administration

Procedures and Practices may be amended or added to the Accessibility Standards Policy as necessary and appropriate in order to ensure that it is current and applicable. Such amendments or additions shall be approved by Resolution of Council and be coordinated with, and form part of, this Policy.

5.0 Definitions

- 5.1 “**Agents**” shall mean a person or business providing goods or services on behalf of the Township of Otonabee-South Monaghan through a contract or agreement.
- 5.2 “**Assistive Devices**” shall mean an auxiliary aid such as communication aids, and medical aids (i.e. canes, crutches, wheelchairs, or hearing aids, etc.) to access and benefit from the goods and services of Township of Otonabee-South Monaghan.
- 5.3 “**Barrier**” shall mean anything that prevents a person with a disability from fully participating in all aspects of society because of the disability. Barriers may include a physical, architectural and attitudinal barrier as well as, an information or communication barrier, technological barriers, a policy, procedure or a practice.

- 5.4 **“Customer Service Representatives”** (CSR) An employee, agent, volunteer or otherwise who, on behalf of the Township of Otonabee-South Monaghan, provides or oversees the provision of Township goods or services to members of the public or other third parties.
- 5.5. **“Disability”** shall be defined as found in the Ontario Human Rights Code (Part II, Section 10.1 of the OHRC):
- (a) 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.
 - (b) a condition of mental impairment or a developmental disability.
 - (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
 - (d) a mental disorder; or
 - (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; (**“handicap”**)
- 5.6 **“Guide Dogs or Service Animal”** shall mean any animal individually trained to do work or perform tasks for the benefit of a person with a disability.
- 5.7 **“Policies”** shall mean the policies the Township of Otonabee-South Monaghan intends to implement including any rules for CSRs.
- 5.8 **“Procedures”** shall mean how the Township of Otonabee-South Monaghan will go about implementing their policy and the steps CSRs will be expected to take.

- 5.9 ***“Practices”*** shall mean what the Township of Otonabee-South Monaghan does on a day to day basis, including how CSR’s actually offer or deliver the services.
- 5.10 ***“Principles of Dignity”*** shall mean the policies, procedures and practices that respect the dignity of a person with a disability are those that treat them as customers and clients who are as valued and as deserving of effective and full service as any other customer. People with disabilities will not be treated as an afterthought or be forced to accept lesser service, quality or convenience.
- 5.11 ***“Principle of Independence”*** in some instances, independence means freedom from control or influence of others – freedom to make your own choices. In other situations, it may mean the freedom to do things in your own way.
- 5.12 ***“Principle of Integration”*** shall mean integrated services are those that allow people with disabilities to fully benefit from the same services, in the same place and in the same, or similar way, as other customers.
- 5.13 ***“Principles of Equal Opportunity”*** equal opportunity means having the same chances, options, benefits and results as others. In the case of services it means that people with disabilities have the same opportunity to benefit from the way you provide goods or services as others. They should not have to make significantly more effort to access or obtain service. They should also not have to accept lesser quality or obtain more inconvenience.
- 5.14 ***“Support Person”*** shall mean any person whether a paid professional, volunteer, family member or friend who accompanies a person with a disability to aid him or her with communication, mobility, personal care or medical needs or with access to goods and services.
- 5.15 ***“Third Party”*** a representative of a business or organization who is receiving Township of Otonabee-South Monaghan goods or services or acting in an official capacity. Examples include Provincial inspectors, vendors, local media, agencies, boards or commissions.

6.0 Establishment of Customer Service Policies, Practices, and Procedures

The Township of Otonabee-South Monaghan shall use reasonable efforts to ensure that its policies, procedures, and practices are consistent with the following principles:

- (a) Goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.
- (b) The provision of goods and services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use, or benefit from the goods or services.
- (c) Persons with a disability must be given an opportunity equal to that given to others to obtain, use, and benefit from the goods and services. The Township of Otonabee-South Monaghan CSRs, when communicating with a person with a disability, shall do so in a manner that accommodates the person's disability.

7.0 Implementation of Customer Service Standard

7.1 Assistive Devices

The Township of Otonabee-South Monaghan permits persons with a disability to use and keep with them their own personal assistive devices to obtain, use, or benefit from goods or services offered by the township. Appropriate CSRs will be trained and knowledgeable of the presence and use of Township-owned assistive devices within their working department. CSRs will be available to assist with the assistive devices if requested for use by an individual.

7.2 Support Persons

The Township of Otonabee-South Monaghan shall allow persons with disabilities who require accompaniment by a support person into all Township premises that are owned and operated public facilities. Both persons are permitted to enter the premises together, and the person with a disability will have access to their support person.

In the event that admission fees are charged, advanced notice concerning what admission, if any, would be charged to a support person shall be posted in a conspicuous place.

7.3 Service Animals

The Township allows a person with a disability to be accompanied by a guide dog or other service animal onto all facilities that are owned and operated by the Township for public use and will ensure that the person is permitted to keep the animal with him or her unless the animal is otherwise excluded by law.

If the service animal is excluded by law from the facility, the Township will make every effort to ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the Township's goods and services.

7.4 Accessible Formats and Communication Supports

The Township of Otonabee-South Monaghan is committed to providing or arranging for the provision of accessible formats and communication supports for persons with disabilities:

- a) by consulting with the person making the request in determining the suitability of an accessible format or communication support.
- b) in a timely manner that considers the person's accessibility needs due to disability.
- c) at a cost that is no more than the regular cost charged to other persons.

7.5 Notice of Temporary Disruption

Notice of Service Disruptions must be provided when facilities or services that people with disabilities may use to access Township of Otonabee-South Monaghan goods or services are temporarily unavailable or if the goods or services are expected in the near future to be temporarily unavailable.

The Notice must include the following information:

- a) The reason and information for disruption
- b) Anticipated duration
- c) Description of alternate facilities or services, if available
- d) Contact Information

In the case of an unscheduled disruption, the Notice will be posted at the location of the service disruption as soon as practically possible.

In the case of a scheduled disruption, the Township will post the Notice prior to the disruption, at the physical location, on its website, social media, and if appropriate, will advertise the disruption with local media outlets. The Notice will be posted to allow for sufficient time to inform ratepayers.

8.0 Documentation

The Township of Otonabee-South Monaghan shall, upon request, provide a copy of the policies, practices, and procedures required under *Ontario Regulation 191/11- Integrated Accessibility Standards* to any person in an accessible format. The Township will consult with the person making the request to determine the suitability of the format or communication support and will provide the accessible format in a timely manner, at no additional cost.

9.0 Feedback

Feedback may be provided by a person with a disability in the manner deemed most convenient to them, such as in person, by telephone, or by the Feedback Form available on the Township's website. The Township is committed to responding to feedback from the public in a timely manner and shall ensure that the process is accessible to persons with disabilities.

All feedback, including complaints, will be handled following the Township's Compliments and Complaints Policy.

10.0 Training

The Township is committed to training all staff and volunteers in accessible customer service, other Ontario accessibility standards, and aspects of the *Ontario Human Rights Code* that relate to persons with disabilities.

The Township will provide training to:

- a) All people who are an employee of, or a volunteer with, the Township;
- b) All people who participate in developing the organization's policies; and
- c) All people who provide goods and services, or facilities on behalf of the Township.

The training will be appropriate to the duties of the employees, volunteers, and other people and shall be implemented as soon as practicable. The Township will provide ongoing training with respect to changes in its policies, practices, and procedures to those individuals who require such training. The Township will keep records of the training in accordance with the IASR.

11.0 Employment Standard

11.1 Workplace Emergency Response Information

Workplace Emergency procedures, plans, and safety information will be made available to staff in an accessible format or via accessible communication support upon request. Timeframes for this information will be dependent upon the format requested, but will be provided as soon as is practicable.

11.2 Individualized Emergency Response Plans for Municipal Staff

Township staff with disabilities who may require assistance in an emergency situation are encouraged to identify their accessibility needs to their immediate supervisor so that individualized emergency accommodation plans can be created. Individualized plans will be created using the Township's template. This information will be maintained confidentially.

11.3 Applicant Accommodation in Recruitment and Selection

The Township will make accommodation available in its recruitment process to applicants with disabilities upon request. Applicants will also be accommodated when they are individually selected to participate in an assessment or selection process.

The Township will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes. If a selected applicant requests an accommodation, the Township will consult with the applicant and provide or arrange for the provision of a suitable accommodation.

11.4 Notice of Accommodation Availability to Employees

The Township will notify successful applicants of its policies for accommodating employees with disabilities when making offers of employment.

The Township will also notify its employees of its policies for providing job accommodations. Employees will be provided updated information whenever there is a change to existing policies.

11.5 Accessible Formats and Communication Supports for Employees

The Township will ensure all employees have the information that is needed to perform the employee's job and information that is generally available to employees in the workplace. When an employee with a disability requests accessible formats or communication supports, the Township will consult with the employee and provide or arrange for the provision of a suitable accommodation.

11.6 Individualized Accommodation Plans

The Township shall create and use a written process for the development of documented individual accommodation plans for employees with disabilities.

11.7 Return-to-Work Accommodation Plans

The Township shall create and use a written process for the development of return-to-work individual accommodation plans for employees returning to work who have been absent due to a disability and who now require accommodation in order to resume work.

11.8 Performance Management, Career Development, Advancement, and Re-deployment

The Township will ensure that its performance management, career development and advancement opportunities, and redeployment processes are accessible to employees with disabilities. When an employee with a disability requests accessible formats or communication supports, the municipality will consult with the employee and provide or arrange for the provision of a suitable accommodation.

12.0 Policy Review

This policy will be reviewed upon announcement of any new Accessibility Standards of the AODA, 2005 to ensure integration and consistency with this policy. The policy may be modified to ensure full compliance with the AODA, 2005.