



## ACCESSIBILITY STANDARDS POLICY

Department: Clerk  
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O-Reg 191/11  
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### Commitment

The Township of Wellington North (the Township) 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.

The Township is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination and understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

The Township is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

## **Training**

We are committed to training all staff and volunteers in accessible customer service, that relate to persons with disabilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We will maintain records of the training provided including the dates on which the training was provided and the names of to whom it was provided.

Training will be provided on:

- Assistive Devices
- Communication
- Service Animals
- Support Persons
- Information and Communication
- Employment
- Design of Public Spaces

## **Assistive Devices**

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

## **Communication**

Where possible, we will communicate with people with disabilities in ways that take into account their disability. We will work with the person with disabilities to determine what method of communication works for them.

## **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods and services or facilities if possible.

## **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. A fee or charge will not be charged for support persons, however the person with the disability will pay the regular fee or charge. We will notify facility users of this by posting a notice in any municipal facilities that require a fee or charge to be paid on admission or for participation.

We will ensure that the support person is able to remain with the person with a disability at all times in order to provide assistance.

## **Information and Communication**

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- a) in a timely manner, taking into account the person's accessibility needs due to disability; and

b) at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

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 notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization;
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

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

## **Design of Public Spaces**

We will meet accessibility laws when building or making major changes to public spaces. Our public spaces include:

Recreational trails/beach access routes

Outdoor public eating areas like rest stops or picnic areas

Outdoor play spaces, like playgrounds in parks and communities

Accessible off-street parking

Accessible on-street parking

Service-related elements like service counters, fixed queueing lines and waiting areas

## **Feedback & Contact Information**

The Township welcomes feedback on the Multi-Year Accessibility Plan, and on the accessibility of our services and facilities. If you have any ideas or suggestions as to how we can improve our accessibility efforts, please contact the Clerk:

Karren Wallace, Director of Legislative Services/Clerk  
Telephone: 4519-848-3620 extension 4227  
kwallace@wellington-north.com

## **Notice of Availability of Documents**

We will notify the public that documents related to accessible customer service, are available upon request by posting a notice on the agenda and website.