


Policy Title: Accessibility Policy		Policy Number: ADM 090	
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Approval: Chief Administrative Officer 	Point of Contact: Director, Community Services		

Policy Objective

This outlines the corporate policy with respect to the establishment of accessibility standards in accordance with Provincial regulations created under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

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01 Statement of Commitment

The City of Pickering is committed to creating an accessible community for all of its residents by creating accessible facilities, programs and services, based on the principles of universal access; removing existing barriers for persons with both visible and non visible disabilities; and providing information and training to create an environment of inclusion within the Corporation and the municipality.

02 Definitions

- 02.01 **Accessible formats** – may include, but are not limited to, large print, recorded audio and electronic formats usable by persons with a disability.
- 02.02 **Assistive device** – any device that is designed or adapted to assist a person to perform a particular task or procedure. This may include, but is not limited to crutches, walkers, wheelchairs, personal sound amplification devices, technological or computerized devices, etc.
- 02.03 **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.
- 02.04 **Disability**
- 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, deafness or hearing impairment, muteness or speech impediment, or physical reliance on a service 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; and
 - 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*.

03 General

- 03.01 The AODA was enacted in 2005 in order to facilitate the development of specific standards with respect to improving accessibility across the Province. Ontario's first accessibility standard, the Customer Service Standard, came into effect on January 1, 2008.

The Integrated Accessibility Standards (IAS) came into effect on July 1, 2011. These included the Information and Communications Standards, the Employment Standards and the Transportation Standards.

The Design of Public Spaces Standards (Accessibility Standards for the Built Environment) is an amendment to the IAS and came into effect on January 1, 2013.

- 03.02 This policy is intended to provide the framework to guide the review and development of City of Pickering policies, standards, procedures, By-laws and guidelines to comply with the standards developed under the *Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11*. (AODA).

04 Training:

04.01 We are committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- a) all persons who participate in developing the organization's policies; and
- b) all other persons who provide goods, services or facilities on behalf of the organization

04.02 Training of our employees and volunteers on accessibility related to their specific roles.

Training includes:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service

Standards

- our policies related to the Customer Service Standards;
- how to interact and communicate with people with various types of disabilities;
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities; and
- what to do if a person with a disability is having difficulty accessing our organization's goods, services or facilities.

04.03 We train every employee as soon as practicable after being hired and provide training in respect of any changes to the policies. New employees shall receive this training as part of the New Employee Orientation program.

04.04 We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

05 Accessibility Policies, Practices and Procedures:

05.01 The City of Pickering will make reasonable efforts to ensure that its policies, practices and procedures are consistent with the core principles of the standards:

- dignity;

- independence;
- integration, except when alternate measures are necessary to meet the needs of persons with disabilities; and
- equal opportunity.

By considering these principles when developing policies, practices and procedures, accessibility planning becomes entrenched within the decision-making process and satisfies the spirit with which the AODA, 2005 was enacted.

05.02 Dignity and independence – interaction with all individuals will be in a manner that respects the dignity and independence of persons with disabilities. It includes consideration of how any accommodation is provided and the individual's own participation in the process.

05.03 Integration – achieving integration and full participation for persons with disabilities requires barrier-free and inclusive design and removal of existing barriers, whether they are physical, sensory, developmental or systemic. Preventing and removing barriers means persons with disabilities will be able to access opportunities provided by the City in the areas of services, programs and employment.

05.05 Equal opportunity – preventing and removing barriers, means persons with disabilities will have equal access to opportunities provided by the City in the areas of services, programs and employment.

06 Customer Service Standards

06.01 The City of Pickering shall develop and implement customer service procedures which will reflect the principles of respect for the individual, independence, integration and equal access for all; and in accordance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07.

06.02 Service will be provided to persons with disabilities in a manner that takes into account an individual's disability and in consultation with them.

07 Information and Communications Standards

07.01 The City of Pickering recognizes that access to information and the ability to communicate clearly are essential in our society.

07.02 The City of Pickering will create, provide and receive information and communications in consultation with and in ways that are accessible for persons with disabilities. Such accommodations will be in accordance with the requirements of the Information and Communications section of the Integrated Accessibility Standards, Ontario Regulation 191/11.

08 Employment Standards

- 08.01 The City of Pickering shall develop and implement Human Resources policies, practices and procedures which will reflect the principles of dignity, independence, integration and equal opportunity and in accordance with the requirements of the Employment Standards section of the Integrated Accessibility Standards, Ontario Regulation 191/11.
- 08.02 The City of Pickering will provide accommodations to support persons with disabilities throughout the employment cycle. Such accommodation will take into account the nature of the person's disability and will be determined in consultation with them. Such accommodations may include the use of alternate formats for documents, communication supports or assistive devices and technology as required to support a person with a disability.
- 08.03 The City of Pickering, in consultation with any employee with a disability, will provide individualized workplace emergency response plans. The individualized workplace emergency response information must be provided as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.
- 08.04 The City of Pickering will notify prospective applicants, successful applicants and existing employees that such accommodation is available.

09 Transportation Standards

- 09.01 The City of Pickering recognizes the importance of accessible transportation for persons with disabilities. Accessible transportation can provide greater independence for a person with a disability and an opportunity to more fully participate in the life of their community.
- 09.02 The City of Pickering has legislative responsibility for taxicabs, but not for a public transportation system. The City of Pickering shall enact and enforce such by-laws as needed to ensure compliance with the Transportation section of the Integrated Accessibility Standards, 2005, Ontario Regulation 191/11, as it relates to the operation of taxicabs within the municipality.

10 Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

- 10.01 The City of Pickering recognizes that the creation of an accessible environment is an essential component of full access and inclusion for persons with disabilities. The City will endeavour to create safe, accessible facilities which provide equal access to programs and services provided by the City.
- 10.02 The City of Pickering will use requirements of the Design of Public Spaces (accessibility Standards for the Built Environment Standards) and accessibility requirements of the Ontario Building Code as minimum standards and will seek to exceed these requirements, where reasonably possible, in order to create an accessible, inclusive community.