



**1.1. Title:**

Integrated Accessibility Standards Policy

**Policy No.:**  
ADM-013

**Revisions:**  
May 2016 – Policy Renumbering  
May 2021 – Policy entirely revised and reformatted to meet accessibility standards

**Effective Date:**  
October 1, 2013

**Applies to:**  
All employees of the Corporation, volunteers, and any individual or organization that provides goods, services, or facilities to the public on behalf of the Corporation.

**Table of Contents**

**1. Policy Statement ..... 3**

    1.1. Statement..... 3

    1.2. Statement of Commitment ..... 3

**2. Definitions..... 3**

    2.1. Definitions ..... 3

**3. Purpose of the Policy..... 4**

    3.1. Purpose..... 4

**4. Policy Application ..... 4**

    4.1. Application ..... 4

**5. Policy Requirements..... 5**

    5.1. General Provisions..... 5

    5.2. Information and Communication Standards..... 5

    5.3. Employment Standards..... 6

    5.4. Transportation Standards..... 8

    5.5. Built Environment Standards..... 9

**6. Responsibilities..... 9**

    6.1. Responsibilities ..... 9

**7. Legislative Authority..... 10**

    7.1. Authority..... 10

**8. References ..... 10**

    8.1. References..... 10

## **2. Policy Statement**

### **2.1. Statement**

**2.1.1.** This Policy sets out a policy on integrated accessibility standards.

### **2.2. Statement of Commitment**

**2.2.1.** The Corporation of the United Counties of Prescott and Russell (the “Corporation”) is committed to responding to the needs of all customers and members of the public. To do this, the Corporation must recognize the diverse needs of all residents and respond by trying to provide services and facilities that are accessible to all. As an employer and provider of public service, the Corporation is committed to ensuring its services are provided in an accessible manner.

**2.2.2.** The Corporation will promote accessibility through the development of policy, practices, and procedures and by ensuring that consideration is given to persons with disabilities. To do this, policies, practices, and procedures shall address dignity, equity, inclusion, independence, and responsiveness.

## **3. Definitions**

### **3.1. Definitions**

**3.1.1.** “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 the Corporation that may be higher in pay, provide greater responsibility, or be at the higher level in the Corporation, or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of these elements.

**3.1.2.** “Communication Supports” may include, but are not limited to, captioning, alternative, and augmentative communication supports, plain language, verbal explanation, or other supports that facilitate effective communications.

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

**3.1.4.** “Corporation” means the Corporation of the United Counties of Prescott and Russell.

**3.1.5.** “Information” includes data, facts, and knowledge that exist in any format, including text, audio, digital, or images, and that convey meaning.

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

### 3.1.7. "Recruitment"

a. The Corporation shall:

- i. notify the applicants with disabilities about the availability of accommodations in its recruitment process;
- ii. 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;
- iii. consult with the applicant to provide or arrange for the provision of suitable accommodation that considers the applicant's accessibility needs.

3.1.8. "Redeployment" means the reassignment of employees to other Departments or jobs within the Corporation as an alternative to layoff when a particular job or Department has been eliminated by the Corporation.

## 4. Purpose of the Policy

### 4.1. Purpose

4.1.1. The purpose of this Policy is to set out the requirements of the *Accessibility for Ontarians With Disabilities Act, 2005*, S.O. 2005, Chapter 11, as amended (the "AODA") and *Ontario Regulation 191/11: Integrated Accessibility Standards* (the "IASR"), which reflect several accessibility standards that organizations, including the Corporation, are required to meet.

4.1.2. This Policy is not intended to replace or supersede the Corporation's *Accessible Customer Service Policy (ADM-009)*, as required by *Ontario Regulation 429/07: Accessibility Standards for Customer Service*.

## 5. Policy Application

### 5.1. Application

5.1.1. This Policy applies to all employees of the Corporation, volunteers, and any individual or organization that provides goods, services, or facilities to the public on behalf of the Corporation.

## **6. Policy Requirements**

### **6.1. General Provisions**

#### **6.1.1. Accessibility Plans**

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

b. The multi-year accessibility plan will be posted on the Corporation's website and will be provided in an accessible format, upon request, as soon as practicable. The plan shall be reviewed and updated at least once every five years.

#### **6.1.2. Annual Status Reports**

a. The Corporation 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 the Corporation's website and will be provided in an accessible format, upon request, as soon as practicable.

#### **6.1.3. Training**

a. The Corporation shall ensure that training is provided to all employees on the requirements of the *IASR* and the *Human Rights Code*, as it pertains to persons with disabilities. Training of employees and volunteers on accessibility relates to their specific roles. Ongoing training will be provided to new employees as soon as practicable.

#### **6.1.4. Procuring or Acquiring Goods, Services, or Facilities**

a. The Corporation will have regard for accessibility criteria and features when procuring or acquiring goods, services, or facilities, except where it is not practical to do so (in which case, if requested, an explanation will be provided).

### **6.2. Information and Communication Standards**

#### **6.2.1. Feedback**

a. The Corporation 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.

#### **6.2.2. Accessible Formats and Communication**

a. The Corporation will notify the public about the availability of accessible formats and communication supports.

b. Accessible formats and communication supports for persons with disabilities shall be provided in a timely manner, considering the person's accessibility needs and at a cost that is no greater than the regular cost charged to other persons.

#### **6.2.3. Exceptions**

a. The *IASR* does not apply to product or product labels, unconvertible information or communication, and information that the Corporation does not control directly or indirectly through a contractual relationship. If the information or communications are unconvertible, the Corporation 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.

#### **6.2.4. Emergency Procedures, Plans, or Public Safety Information**

a. 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.

#### **6.2.5. Accessible Websites and Web Content**

a. The Corporation shall work toward making its website and Web content conform to the World Wide Web Consortium's Web Content Accessibility Guidelines, initially at level A and increasing to level AA in accordance with the timeframes set out in subsection 14(4) of the *IASR*.

### **6.3. Employment Standards**

#### **6.3.1. Application**

a. The requirements set out in the Employment Standards section of this Policy apply only to employees of the Corporation. They do not apply to volunteers or other non-paid individuals.

#### **6.3.2. Notice to Successful Applicants**

a. When making offers of employment, the Corporation will notify the successful applicant of its policies for accommodating employees with disabilities.

#### **6.3.3. Informing Employees of Supports**

a. The Corporation will inform employees of its policies used to support its employees with disabilities, including those on the provision of job accommodation that consider an employee's accessibility needs.

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

#### **6.3.4. Accessible Formats and Communication Supports for Employees**

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

#### **6.3.5. Workplace Emergency Response Information**

**a.** The Corporation will provide individualized workplace emergency response information to employees who have a disability and persons designated to provide assistance to the employee. The individualized workplace emergency response information will be provided as soon as practicable after the Corporation becomes aware of the need for accommodation due to the employee's disability.

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

#### **6.3.6. Documented Individual Accommodation Plans**

**a.** The Corporation shall develop and have in place a written process for the development and conservation of documented individual accommodation plans for employees with disabilities. The process shall include the following eight elements, which are identified in subsection 28(2) of the *IASR*.

**i.** The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.

**ii.** The means by which the employee is assessed on an individual basis.

**iii.** The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.

**iv.** The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the

workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.

v. The steps taken to protect the privacy of the employee's personal information.

vi. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.

vii. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.

viii. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

#### **6.3.7. Return to Work Process**

a. The Corporation 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.

b. The return to work process shall,

i. outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and

ii. use documented individual accommodation plans, as described in section 28 of the *AISR*, as part of the process.

c. The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.

#### **6.3.8. Performance Management, Career Development and Advancement, and Redeployment**

a. The Corporation shall consider 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.

### **6.4. Transportation Standards**

**6.4.1.** The accessibility standards for transportation will make it easier for everyone to travel in Ontario. The standard applies to conventional and specialized transportation services, to municipalities with specific requirements for those that license taxicabs or provide conventional transportation services.

**6.4.2.** The Corporation operates a conventional transportation service and meets accessibility laws when making the transportation service accessible. The conventional transportation service operated by the Corporation is PR Transpo.

## **6.5. Built Environment Standards**

**6.5.1.** This Policy does not apply to construction that is external to the Corporation.

**6.5.2.** The accessibility standards for built environment focus on removing barriers in two areas, namely public spaces and buildings.

**6.5.3.** The Corporation will comply with Design of Public Spaces Standards (Accessibility Standards for Built Environment) when undertaking new construction and redevelopment of public spaces which may include:

- a. recreational trails;
- b. outdoor public and eating areas;
- c. exterior paths of travel;
- d. accessible parking; and
- e. obtaining services.

## **7. Responsibilities**

### **7.1. Responsibilities**

**7.1.1.** This Policy has been drafted in accordance with the applicable legislation and addresses how the Corporation will achieve accessibility through meeting the legislation's requirements.

**7.1.2.** The requirements of the legislation include:

- a. the establishment, implementation, maintenance, and documentation of a multi-year accessibility plan, which outlines the Corporation's strategy to prevent and remove barriers and meet its requirements under the Regulation;
- b. the incorporation of accessibility criteria and features when procuring or acquiring goods, services, or facilities;
- c. training; and
- d. other specific requirements under the Information and Communication, Employment, Transportation, and Built Environment Standards.

## **8. Legislative Authority**

### **8.1. Authority**

8.1.1. [Ontarians with Disabilities Act, 2001](#)

8.1.2. [Accessibility for Ontarians with Disabilities Act, 2005](#)

8.1.3. [Human Rights Code](#)

8.1.4. [Accessibility Standards for Customer Service – Ontario Regulation 429/07](#)

8.1.5. [Integrated Accessibility Standards – Ontario Regulation 191/11](#)

## **9. References**

### **9.1. References**

9.1.1. The Corporation's Five-Year Accessibility Plan

9.1.2. ADM-023 Accessibility Standards for Customer Service

---

Stéphane P. Parisien  
Chief Administrative  
Officer