

INTEGRATED ACCESSIBILITY STANDARDS REGULATION			
Effective Date	December 10, 2024	Policy Type	Accessibility
Responsibility	Clerk	Cross- Reference	
Approver	Council	Appendices	Feedback Form Document Request Form

### 1. Purpose:

Under the Accessibility for Ontarians with Disabilities Act, 2005, all public and private sector organizations must meet the requirements of accessibility standards established by regulation. This policy establishes the Integrated Accessibility Standards Regulation in the areas of Employment, Information and Communications, and Transportation for the Town of Cochrane, in accordance with Ontario Regulation 191/11 and with the Ministry of Community and Social Services' intent to "streamline, align, and phase-in accessibility requirements and allow for progress on accessibility and reduce the regulatory burden for obligated organizations." This regulation came into force on July 1, 2011.

### 2. Scope and Responsibilities

This policy has been drafted in accordance with the Regulation and addresses how the Town of Cochrane achieves accessibility through meeting the Regulation's requirements. It provides the overall strategic direction that we will follow to provide accessibility supports to Ontarians with disabilities.

The requirements of the Regulation include:

- Establishment, implementation, maintenance, and documentation of a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the Regulation;
- Incorporation of accessibility criteria and features when procuring or acquiring goods, services, or facilities;
- Training; and
- Other specific requirements under the Information and Communication, Employment, and Transportation Standards.

### 3. Policy Statement and Organizational Commitment

The Town of Cochrane is committed and guided by the four core principles of dignity, independence, integration, and equal opportunity and supports the full inclusion of persons as set out in the Canadian Charter of Rights and Freedoms and the Accessibility for Ontarians with Disabilities Act, 2005. The Town of Cochrane shall use every effort to ensure that we meet the needs of people with disabilities, in a timely manner, through the implementation of this policy.

#### 4. Definitions:

**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.

**Accommodation:** The special arrangement made or assistance provided so that customers, volunteers, and employees with disabilities can participate in the experiences available to customers, volunteers, and employees without disabilities. Accommodation will vary depending on unique needs.

**Alternate formats:** May include, but are not limited to, large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.  
**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.

**Communications:** The interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received.

**Conversion ready:** An electronic or digital format that facilitates conversion into an accessible format.

**Designated Public Sector Organization:** Every municipality and every person or organization listed in Column 1 of Table 1 of Ontario Regulation 146/10 (Public Bodies and Commission Public Bodies — Definitions) made under the Public Service of Ontario Act, 2006.

**Employee:** Anyone that is employed by the Town of Cochrane,  
**Information:** Includes data, facts, and knowledge that exist in any format, including text, audio, digital, or images, and that convey meaning.

**Volunteer:** A person who is recruited directly by the Town of Cochrane and voluntarily undertakes a task on behalf of the town.

**Worker:** A collective term used to indicate both employees and volunteers.  
**Web Content Accessibility Guidelines (WCAG):** The World Wide Web Consortium recommendation, dated December 2008, entitled "Web Content Accessibility Guidelines (WCAG) 2.0."

#### 5. General Provisions

## **Multi-Year Accessibility Plan**

The Town of Cochrane's Multi-Year Accessibility Plan outlines a phased-in strategy to prevent and remove barriers and addresses the current and future requirements of the AODA. The municipality will report annually on the progress and implementation of the plan, will post the information on its website, and will provide it in alternative formats upon request. The plan will be reviewed and updated annually.

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

The Town of Cochrane will use accessibility criteria and features when procuring or acquiring goods, services, or facilities, except where it is not practicable to do so and will provide an explanation under the latter circumstance.

### **Training**

The Town of Cochrane will ensure that training is provided to all employees, contractors, and volunteers as soon as practicable on the requirements of accessibility standards referred to its Training Standard, as it relates to persons with disabilities. Records for training, as per the policy, will be kept and updated.

## **6. Information and Communications Standard**

The Town will create, provide, and receive information and communications in ways that are accessible to people with disabilities.

If the Town determines that it is not technically feasible to convert the information or communications, or the technology to convert the information or communication is not readily available, we will be obligated to provide the person that requires the information with: a) An explanation as to why the information or communications are unconvertible; and b) A summary of the unconvertible information or communications.

## **7. Emergency Information**

If the Town of Cochrane prepares emergency procedures, plans, or public safety information and makes the information available to the public, we shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

## **8. Feedback**

The Town has processes in place for receiving and responding to feedback and will ensure that those processes are provided in accessible formats and with communication supports upon request. We will notify the public about the availability of accessible formats and communication supports.

## **9. Accessible Formats and Communication Supports**

The Town of Cochrane shall be obligated to provide or arrange for accessible formats and communication supports for persons with disabilities: a) Upon request in a timely manner that takes into account the person's accessibility needs due to a disability. b) At a cost that is no more than the regular cost charged to other persons. c) Consult with the person making the request and determine the suitability of an accessible format or communication support. d) Notify the public about the availability of accessible formats and communication supports.

## **10. Website Accessibility**

The Town of Cochrane shall make any new web content on its internet website conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A, by January 1, 2014. By January 1, 2021, all internet websites and web content in the Province of Ontario will conform with WCAG 2.0 Level AA.

## **11. Education, Training and Materials**

Applies to educational or training institutions.

### **Public Libraries**

- Public Libraries shall provide access to or arrange for the provision of access to accessible materials where they exist.
- Public Libraries shall make information about the availability of accessible materials publicly available and shall provide information in accessible format or with appropriate communication supports, upon request.
- Public Library Boards may provide accessible formats for archival materials, special collections, and rare books.

## **12. Employment Standard**

The Employment Standard builds upon the existing requirements under the Ontario Human Rights Code in relation to how to accommodate individuals with disabilities throughout the job application process and the employment relationship. It applies in respect to employees and does not apply to volunteers and other unpaid individuals.

The requirements of the Employment Standard shall be met by the Town of Cochrane by January 1, 2014, unless otherwise specified.

## **13. Recruitment and Retention**

We shall notify employees and the public about the availability of accommodations for applicants with disabilities:

- During the recruitment process when job applicants are individually selected to participate in an assessment or selection process;

- If a selected applicant requests an accommodation, we shall consult with applicant and provide or arrange for accommodation that takes into account the person's accessibility needs;
- Notify successful applicant of the policies for accommodating employees with disabilities.

#### **14. Employee Notification**

The municipality shall inform its employees of its policies used to support its employees with disabilities, including but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability:

- As required to new employees as soon as practicable after they begin their employment.
- Whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.

#### **15. Accessible Formats**

In addition, and where an employee with a disability requests it, we will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- Information that is needed in order to perform the employee's job.
- Information that is generally available to employees in the workplace.
- And consult with the employee making the request in determining the suitability of an accessible format or communication support.

#### **16. Individual Accommodation Plan**

We shall have in place a written process for developing a documented individual accommodation plan for employees with a disability. Process to include:

- The employee's participation in the development of the IAP.
- Assessment on an individual basis.
- Identification of the accommodations to be provided.
- Timelines for the provision of accommodations.
- We may request an evaluation by an outside medical or other expert at our expense, to assist with determining accommodation and how to achieve accommodation.
- Employees may request the participation of a representative from their bargaining agent, where represented, or otherwise a representative from the workplace where the employee is not represented by a bargaining agent.
- Steps taken to protect the privacy of the employee's personal information.
- Frequency with which the IAP will be reviewed and updated and the manner in which it will be done.
- If denied, the reasons are to be provided to the employee.
- A format that takes into account the employee's disability needs.

- If requested, any information regarding accessible formats and communication supports provided;
- Identification of any other accommodation that is provided.

## **17. Return to Work**

The Town of Cochrane will 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 in order to return to work. Such processes must be documented and must outline the steps that the Town will take to facilitate the return to work and include an Individual Accommodation Plan.

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

We will take into account the accommodation needs and/or individual accommodation plans of employees when:

- Using performance management processes.
- Providing career development and advancement information.
- Using redeployment procedures.

## **19. Workplace Emergency Response Information**

The Town of Cochrane shall provide individualized workplace emergency response information to employees who have a disability:

- If the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.
- If the employee who receives an individual workplace emergency response information requires assistance and with the employee's consent, the Town will provide the workplace emergency information to the person designated by the Town to provide assistance to the employee.
- As soon as practicable after becoming aware of the need for accommodation due to the employee's disability.
- Review the individualized workplace emergency response information when the employee moves to a different location in the organization, when overall accommodations needs or plans are reviewed, and when the employer reviews its general emergency response policies.

## **20. Transportation Standard**

The Transportation Standard will make it easier for people to travel in Ontario, including persons with disabilities, older Ontarians, and families traveling with children in strollers.

As a municipality, the Town of Cochrane will:

- Consult with persons with disabilities, and the public to determine the proportion of accessible taxicabs required in the community, including steps to meet the need.
  - Ensure taxicabs do not charge a higher rate or additional fee to persons with disabilities.
  - Ensure taxicabs do not charge a fee for the storage of assistive devices.
  - Ensure accessible taxicabs have appropriate information displayed both on the rear bumper and available in an accessible format to passengers.
- The Town of Cochrane's Accessibility Plan will include progress made by the municipality to meet the accessible taxi needs of the community. The Town of Cochrane has no bus shelters.

## **21. Regulatory Requirements**

An Administrative Monetary Penalties scheme is being established under the AODA. The scheme will allow a director or a designate to do the following:

- Issue an order against a person, organization, or corporation to pay a penalty amount as a result of non-compliance with the AODA or the accessibility standards. The largest penalty amount that can be issued to an individual or an organization that is not a corporation is \$50,000.
- Establish an Administrative Monetary Penalties Program that prescribes the administrative penalties.
- Use of administrative monetary penalties will be considered an avenue of last resort when all other compliance assistance and improvement options have been exhausted.
- Designate the License Appeal Tribunal (LAT) to hear appeals of Directors' Orders under the AODA.
- The LAT will hear appeals from organizations of director's orders, but not individual complaints. Individuals who feel their human rights have not been met would continue to complain to the Ontario Human Rights Commission.