

CORPORATION OF THE MUNICIPALITY OF STRATHROY-CARADOC**BYLAW 54-14****A BYLAW TO ADOPT A CORPORATE ACCESSIBILITY POLICY**

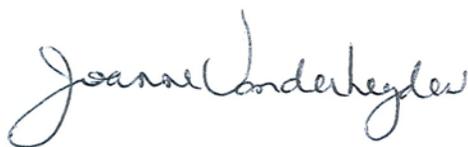
WHEREAS the *Integrated Accessibility Standards Regulation 191/11*(IASR) requires that municipalities develop policies related to the implementation of legislated requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*, as amended.

AND WHEREAS the Municipality adopted an Accessible Customer Service Policy in 2009 that addresses the requirements under the Accessible Customer Service Regulation 429/07.

NOW THEREFORE BE IT ENACTED BY THE COUNCIL OF THE CORPORATION OF THE MUNICIPALITY OF STRATHROY-CARADOC:

1. **THAT:** the Corporate Accessibility Policy attached to and forming part of this bylaw be approved.
2. **THAT:** this bylaw shall come into force and effect on the date of its final passage in Open Council.
3. **THAT:** Bylaw No. 94-13 is hereby repealed.

READ A FIRST, SECOND AND THIRD TIME AND FINALLY PASSED IN OPEN COUNCIL THIS 6th DAY OF OCTOBER, 2014



MAYOR



CLERK



SUBJECT: CORPORATE ACCESSIBILITY POLICY	SCOPE: ALL EMPLOYEES, COUNCIL, VOLUNTEERS AND PROVIDERS OF GOODS, SERVICES OR FACILITIES ON BEHALF OF THE CORPORATION
ISSUE DATE: OCTOBER 6, 2014	REPLACES POLICY APPROVED NOV. 18, 2013 - BYLAW NO. 94-13

PURPOSE:

The purpose of this policy is to provide the main framework to guide the review and development of the Municipality of Strathroy-Caradoc's (Municipality) goods, services, programs and facilities in an inclusive manner that takes into account the needs of people with disabilities.

In addition, this policy will act as the main accessibility policy for the Municipality and meet the requirements of Ontario Regulations 429/07 – Accessibility Standards for Customer Service and Ontario Regulation 191/11 – Integrated Accessibility Standards Regulation 191/11.

STATEMENT OF COMMITMENT:

The Municipality is committed to being responsive to the needs of all its residents and employees. In order to meet the needs of people with disabilities the Municipality will:

- Ensure policies, practices and procedures address dignity, independence, integration and provide for equal opportunity for people with disabilities.
- Allow people with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the Municipality.
- Strive to meet the needs of people with disabilities in a timely manner, at a cost no greater than that for people without disabilities.

- Accommodate the accessibility needs of people with disabilities to ensure they can obtain, use or benefit from the Municipality's goods, services, programs and facilities.

The Municipality will promote accessibility by ensuring that compliance is met for all regulations made under the *Accessibility for Ontarians with Disabilities Act, 2005*. Timelines for compliance vary. In order to ensure that timelines are met, the Municipality will establish, implement and maintain a multi-year accessibility plan. The plan will outline the Municipality's strategy to prevent and remove barriers to people with disabilities.

Definitions

- Disability: as defined in the *Ontario Human Rights Code*
- Service Animal: A "guide dog", as defined in section 1 of the *Blind Persons Rights' Act*; or
 - An animal used by a person with a disability if:
 - it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
 - the person provides a letter from a physician or nurse practitioner confirming that the person requires the animal for reasons relating to the disability.

Accessibility Planning

The Municipality will establish, implement, maintain and document a multi-year accessibility plan in conjunction with the County of Middlesex and participating municipalities in the County. The multi-year accessibility plan will outline how the Municipality will prevent and remove barriers to accessibility as outlined in the *Accessibility for Ontarians with Disabilities Act, 2005*. The multi-year accessibility plan will be developed with participating lower-tier municipalities.

The multi-year accessibility plan will be reviewed at least once every five years. An annual status report will be prepared. The Municipality will consult with people with disabilities and the Accessibility Advisory Committee in conjunction with the County of Middlesex.

Procurement

The Municipality will ensure accessibility criteria and features are considered when purchasing goods, service and facilities. When it is not practicable to incorporate accessibility criteria, the Municipality will provide an explanation upon request.

Accessible Formats

The Municipality will provide alternate formats of information and communication that is produced or in direct control of the Municipality. This will be done upon request, in a timely manner and at a cost that is no more than the cost charged for the original format.

When it is not practicable to provide an alternate format, the Municipality will provide an explanation and a summary of the document in an accessible format.

Communication Supports

The Municipality will provide communication supports to members of the public upon request.

If the Municipality is unable to obtain the requested communication supports, it will work with the individual to determine an appropriate alternative method of communication.

Obtaining Public Feedback

The Municipality will accept feedback from members of the public relating to the provision of accessible services provided in several ways including telephone, fax, email and in person.

When seeking feedback from the public, the Municipality will provide accessible formats and/or communication support to members of the public upon request.

Service Disruptions

If a temporary service disruption is planned, the Municipality will give notice of the disruption. Notice will be given by posting the information in a conspicuous place as well as by posting the information on the Municipality's website.

Support Persons

The Municipality will allow people with disabilities to be accompanied by a support person in all municipally-owned and operated public facilities. The Municipality reserves the right to request a person with a disability to be accompanied by a support person, in the event that it is considered necessary to protect the health and safety of the person with a disability or others on the premises.

Admission fees will be waived for support persons who accompany a person with a disability.

Service Animals

The Municipality welcomes service animals into all municipally-owned or operated facilities where the public is allowed. Service animals will be allowed to accompany a person with a

disability to allow them access to facilities and services.

If an animal is excluded by law from the premises, the Municipality will ensure that other measures are available to allow a person with a disability to obtain or benefit from the good(s) or service(s).

Use of Assistive Devices

The Municipality will allow people with disabilities to use their own personal assistive devices to obtain services offered by Strathroy-Caradoc.

If a person with a disability is unable to access a service through the use of their own personal assistive device, the Municipality will work with the individual to determine an alternate means for accessing services. Exceptions to a person with a disability using their own personal assistive device may occur in situations where the Municipality has determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises.

Training

Training will be provided to staff members, volunteers, persons who participate in developing the organization's policies and all other persons who provide goods, services or facilities on behalf of the organization, in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* and the *Ontario Human Rights Code, R.S.O. 1990*. The training will be specific to the duties of the employees, volunteers and other persons receiving training in the organization. Training under IASR is provided as soon as practicable upon an individual being assigned the applicable duties as well as on an ongoing basis as changes occur to the Municipality's policies, practices and procedures governing the provision of goods and services to persons with disabilities. The Municipality will retain training records in the Payroll Department.

Website

The Municipality will ensure compliance with the requirements of the Information and Communication Standard in Ontario Regulation 191/11 as it applies to websites.

Transportation

The Municipality will ensure compliance with the Transportation Standard in Ontario Regulation 191/11 as it applies to taxis.

Built Environment Standard

The Municipality will ensure that interior and exterior spaces conform to appropriate legislation, including, but not limited to the *Ontario Building Code* and the *Design of Public*

Spaces – Ontario Regulation 191/11.

Legislative Authority

Accessibility for Ontarians with Disabilities Act, 2005

Ontario Human Rights Code, R.S.O. 1990

Accessibility Standards for Customer Service, Ontario Regulation 429/07

Integrated Accessibility Standards, Ontario Regulation 191/11

PROCEDURES:

Operating procedures will be developed for specific requirements based on each Department's needs.