



Northumberland County 2012 – 2021 Multi-Year Accessibility Plan

Updated January, 2020

Northumberland County's Multi-Year Accessibility plan is designed to support the principles and requirements outlined in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Ontario Regulation 191/11 - Integrated Accessibility Standards Regulation (IASR).

The plan reflects the legislation and is broken into multiple parts, each listing specific requirements associated with that part. The numbers in brackets beside each requirement refers to the corresponding section in the legislation.

This plan will serve as a road map to help Northumberland County meet our legislative requirements and create a more inclusive organization.

Glossary of Acronyms

AODA	Accessibility for Ontarians with Disabilities Act
HR	Human Resources
HRIS	Human Resources Information System
HS	Health & Safety
IASR	Integrated Accessibility Standards Regulation
MOC	Management Operating Committee
NAAC	Northumberland Accessibility Advisory Committee
ODA	Ontarians with Disabilities Act
OHRC	Ontario Human Rights Code
PDF	Portable Document Format
RFP	Request for Proposal
WCAG	Worldwide Web Consortium Accessibility Guidelines

1. General Requirements

1.1 Establishment of Accessibility Policies

Requirements:

- Develop, implement and maintain policies governing how we will achieve accessibility
- Must include statement of organizational commitment
- Policies must be written
- Policies must be made available to the public

Compliance Date:

January 1, 2013

Areas of Responsibility:

- Accessibility Coordinator with input from MOC, unions, and NAAC

Status:

Complete

Comments:

- Approved by Council: February 20, 2013
- One overarching policy was developed (AODA 9.1 - Integrated Accessibility Standards) which provides the overall strategic direction that the County will follow to provide accessibility to Ontarians with disabilities
- Policy states, "The Corporation of the County of Northumberland is committed to complying with the AODA and all of the standards under it in order to create a barrier-free Ontario. The County 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 AODA."
- Hard copy or electronic policy distributed to all Directors, Managers and Supervisors.
- Electronic copies are available on the common drive of County's electronic network, on the intranet and on the County's website
- Copy of policy will be provided to the public, upon request, or can be accessed from the County's website.
- Notices have been placed at all reception counters notifying the public of our Statement of Commitment and that all policies are available, in alternative formats, upon request
- Spot checks were conducted throughout 2019 to ensure notices of our Statement of Commitment and that all policies are available, in alternative formats, upon request are still in place at reception counters

Action Items:

- Review language in statement of commitment (move towards more inclusive language as opposed to barrier focused)

- Combine current IASR policy with Accessible Customer Service policies to reduce total number of policies, simplifying both maintenance and communication of documents

1.2 Accessibility Plans

Requirements:

- Establish, implement and maintain a multi-year accessibility plan outlining the strategies to prevent and remove barriers and meet requirements of the Regulation
- Plan must be posted to website
- Plan must be available in accessible format upon request
- Plan must be reviewed at least once every 5 years
- Plan must be established, reviewed and updated in consultation with people with disabilities and Accessibility Advisory Committee
- Must prepare an annual status report on the progress of measures taken to implement the strategy referenced in plan
- Annual status report must be posted to website
- Plan must be available in accessible format upon request

Compliance Date:

January 1, 2013

Areas of Responsibility:

- Accessibility Coordinator with input from MOC, unions, and NAAC

Status:

Complete with annual review

Comments:

- Multi-year accessibility plan (this document) outlining how the requirements of the IASR will be met has been developed and approved
- Original approved by Council on February 20, 2013 - plan has been reviewed annually thereafter
- First annual status report prepared and approved by Council on February 19, 2014 and annually thereafter
- Current plan and status report posted to "AODA" section of County website
- Plan and annual status report is provided in an accessible format or with appropriate communication support, upon request
 - See "Accessible Formats and Communication Supports" (Section 2.2) for more information

1.3 Procuring or Acquiring Goods, Services and Facilities

Requirement:

- Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities
- If not practicable, provide an explanation, upon request

Compliance Date:

January 1, 2013

Areas of Responsibility:

- Accessibility Coordinator
- Purchasing
- All employees procuring or acquiring goods, services or facilities

Status:

Ongoing – Requirements triggered with every purchase

Comments:

- Purchasing By-Law amended and approved by Council March 20, 2013 to include statement of commitment to accessibility
- Purchasing By-Law amended and approved by Council in September 2016 to imbed accessibility into the By-law
- Upon request, explanation will be provided. Explanation will be different based on nature and circumstances of each situation

Action Items:

- Provide more information and training for employees who develop RFPs and engage in contracts on how to include accessibility criteria and features in specifications

1.4 Self Service Kiosk

Requirement:

- Incorporate accessibility features when designing, procuring or acquiring self-serve kiosks

Compliance Date:

January 1, 2013

Areas of Responsibility:

- Accessibility Coordinator
- Purchasing
- Information Technology

Status:

Ongoing – Requirements triggered when designing, procuring or acquiring self-serve kiosks

Comments:

- First self-serve kiosk (computer) was added in the lobby of the Community & Social Services department in late 2018 for clients to use to research information, apply online for services, print documents, etc. Many accessibility features were addressed (desk that lowers/rises, a touch-enabled computer screen, etc.)
- When designing or buying kiosks, we will consider the needs of all our customers and clients and ensure they are accessible to the widest range of users
- If there are accessibility barriers that would prevent some people from using the kiosk, we will ensure an alternative method is available

1.5 Training

Requirements:

- Provide training on the requirements of the IASR and the Human Rights Code as it pertains to persons with disabilities to all employees and volunteers
- Provide training on the requirements of the IASR and the Human Rights Code as it pertains to persons with disabilities to all policy developers
- Ensure that training is provided on the requirements of the IASR and the Human Rights Code as it pertains to persons with disabilities to all persons who provide goods, services or facilities on behalf of the County
- Training should be appropriate to the duties of the employees, volunteers, and all other persons
- Training must be provided as soon as practicable
- Training with respect to any changes to the policies described in section 3 must be provided on an ongoing basis
- A record of training must be kept including the dates and the number of individuals to whom the training was providing

Compliance Date:

January 1, 2014

Areas of Responsibility:

- Accessibility Coordinator
- Human Resources
- Purchasing

Status:

Ongoing

Comments:

- Comprehensive training program was developed by the Human Resources department touching on all of the requirements of the IASR and the OHRC
- Training was delivered to all County directors and managers at a Management Development Day October 29, 2013
- Training was delivered to all employees throughout the summer/fall of 2013
- Training was delivered to County Council at July, 2015 Council session
- New hires are provided training during orientation

- Began using web-based training to supplement new hire orientation in the fall of 2018
- Sign-in sheets are maintained of any training delivered
- When policies are updated, information regarding changes to policies are communicated to all employees through:
 - Directors/managers
 - Team meetings
 - Mandatory training
 - Jostle - “In the Loop” (employee intranet)
 - Memos

Action Items:

- Review, improve and customize both the quality and quantity of AODA training to address department and employee needs
- Develop a training strategy that includes:
 - Timely completion of both general and position specific AODA training
 - Tools to access understanding of training material
 - Identification of departments/positions requiring specialized accessibility training

2. Information & Communication Standard

2.1 Feedback

Requirement:

- Ensure processes for receiving and responding to feedback are accessible by providing or arranging to provide for accessible formats and communication supports, upon request

Compliance Date:

January 1, 2014

Areas of Responsibility:

- Accessibility Coordinator
- Each department seeking feedback

Status:

Ongoing as feedback is requested

Comment:

- Feedback can be provided in person, over the phone, in writing, via email or any other way that is accessible to the individual – Individual to specify preferred format
- A tracking mechanism was developed to report on accessibility feedback

Action Items:

- Train employees, particularly those in customer facing roles, to identify accessibility feedback (not always defined as such) and the procedures to address

2.2 Accessible Formats and Communication Supports

Requirements:

- Provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request (in a timely manner that takes into account the person's needs and at a cost no more than regular cost)
- Must consult the person making the request in determining the suitability of an accessible format or communication support
- Notify the public about the availability of accessible formats and communication supports

Compliance Date:

January 1, 2015

Areas of Responsibility:

- Accessibility Coordinator
- Communications Department
- Information Technology
- Each department creating and/or providing information and communication

Status:

Ongoing as documents are created and/or requests are received

Comments:

- Information and communication will be provided in an accessible format or with appropriate communication support, upon request
- County has adopted Guide to Accessible Documents
- Accessible Word and PDF document training has been provided for employees responsible for creating documents on behalf of the County
- Notices have been placed at all reception counters that notify the public that alternative formats and communication supports are available, upon request.
- Additional/refresher training on creating accessible documents is ongoing

2.3 Emergency Procedures, Plans and/or Public Safety Information

Requirement:

- Provide publicly available emergency procedures, plans and/or public safety information in an accessible format or with communication supports, as soon as practicable, upon request

Compliance Date:

January 1, 2012

Areas of Responsibility:

- Accessibility Coordinator
- HS Coordinator
- Joint Health & Safety Committees

Status:

Ongoing

Comments:

- Emergency procedures, plans and/or public safety information will be provided in an accessible format or with appropriate communication support, upon request
- Must consult with the requester on the format needed/provided

2.4 Accessible Website and Web Content

Requirements:

- New internet websites and web content must conform to WCAG 2.0 Level A
- All internet websites and web content must conform to WCAG 2.0 Level AA (exceptions: success criteria 1.2.4 - live captions & 1.2.5 - pre-recorded audio descriptions)

Compliance Date:

January 1, 2014 (new and significantly updated) and January 1, 2021 (all)

Areas of Responsibility:

- Accessibility Coordinator

- Information Technology
- Communications
- All employees creating content for County websites

Status:

Ongoing

Comments:

- Any NEW website after January 1, 2014 will need to comply
- Accessible document training conducted in July 2014 established standards for document accessibility (whether print or electronic)
- Further training conducted throughout 2018 for all corporate website content creators in advance of new corporate site being launched
- New corporate website was launched in 2019; Extensive testing was completed in advance to ensure the site and all content on it meets WCAG 2.0 Level AA

Action Items:

- Information Technology and Communications department planning to collaboratively engage with departments currently operating their own websites (beyond the corporate site) to develop a plan to ensure WCAG compliance

3. Employment Standard

3.1 Recruitment General

Requirement:

- Notify employees and the public about the availability of recruitment-related accommodations

Compliance Date:

January 1, 2014

Areas of Responsibility:

- Human Resources

Status:

Ongoing with every recruitment

Comments:

- Recruitment & Selection policy updated and passed by Council on June 18, 2014 to ensure every stage of the employment cycle incorporates accessibility (see HR policy 4.18.1)
- Reasonable accommodation will be provided in all recruitment processes to enable a qualified applicant with a disability to have an equal opportunity
- All job ads now include statement indicating:
 - "Accommodations are available, upon request, to support the participation of persons with disabilities in the recruitment process" and "This document is available in an alternative format, upon request." Career Opportunities section of website states the same.
- Employment postings are written in plain language

3.2 Recruitment, Assessment or Selection Process

Requirements:

- Notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used (interviews, testing, etc.)
- Must consult with applicant and provide or arrange to provide suitable accommodations in a manner that takes into account the applicant's disability

Compliance Date:

January 1, 2014

Area of Responsibility:

- Human Resources

Status:

Ongoing with every recruitment

Comments:

- Recruitment & Selection policy updated and passed by Council on June 18, 2014 includes reference to process for arranging suitable accommodation (see HR policy 4.18.1)
- Accommodating Disabilities policy developed and passed by Council thoroughly outlines accommodation process (see HR policy 4.1.4)
- Reasonable accommodation will be provided in all assessment and selection processes to enable a qualified applicant with a disability to have an equal opportunity
- The Human Resources department will let selected candidates know that accommodations are available upon request in relation to the materials or processes used in the assessment and selection process
- Any recruitment accommodations provided will not change the nature of the qualification the County is assessing or the level at which it is assessed
- Recruitment, assessment, and selection accommodations will be designed to allow for equitable assessment of candidates with accommodation needs without placing them at an advantage or disadvantage when comparing them to other candidates
- When requested the HR department will consult with the individual to determine suitable accommodation. Recruitment accommodations will vary depending on the circumstances of each individual.

3.3 Notice to Successful Applicant**Requirement:**

- When making offers of employment, notify successful applicant of policies for accommodating employees with disabilities

Compliance Date:

January 1, 2014

Area of Responsibility:

- Human Resources

Status:

Ongoing with every recruitment

Comment:

- Offer letter template amended to add clause stating that reasonable employment accommodations are available

3.4 Informing Employees of Supports**Requirements:**

- Inform new and current employees of policies for supporting employees with disabilities, including but not limited to job accommodations that take into account an employee's accessibility needs due to disability
- Inform new employee as soon as practicable after they begin their employment

- Provide updated information to employees 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 disability

Compliance Date:

January 1, 2014

Area of Responsibility:

- Human Resources

Status:

Ongoing with every recruitment and when policies change

Comments:

- Accommodating Disabilities policy developed and passed by Council on June 18, 2014 thoroughly outlines accommodation process (see HR policy 4.1.4)
- Orientation package modified to add information regarding the County's policies for supporting employee's accessibility needs
- Information about the availability of accommodations and other accessibility policies included in IASR training
- New employees are provided information about policies for supporting employees with disabilities during orientation
- Corporate orientation is delivered to new employees as soon as practicable after they begin their employment
- When policies are updated, information regarding changes to policies are communicated to all employees through:
 - Directors/Managers
 - Team meetings
 - Mandatory training
 - Jostle - "In the Loop" (employee intranet)
 - Memos

3.5 Accessible Formats and Communication Supports for Employees

Requirements:

- When an employee with a disability requests it, provide/arrange for provision of accessible formats and communication supports for information that is required to perform their job
- When an employee with a disability requests it, provide or arrange for the provision of accessible formats and communication supports for information that is generally available in the workplace (i.e. agendas, meeting minutes, newsletters, forms, etc.)
- Must consult with the employee making the request in determining the suitability of an accessible format or communication support

Compliance Date:

January 1, 2014

Areas of Responsibility:

- Human Resources

- Employee's Manager
- Communications
- Information Technology

Status:

Ongoing, as requested

Comments:

- Information required for a person to perform their job will be provided in an accessible format or with appropriate communication support, upon request. Must consult with the requester on the format needed/provided
- Information that is generally available in the workplace will be provided in an accessible format or with appropriate communication support, upon request
- When requested the HR department will consult with the individual to determine suitable format or communication support

3.6 Workplace Emergency Response

Requirements:

- Provide individualized workplace emergency response information to employees who have a disability, if necessary
- If employee requires assistance, with their consent, provide individualized workplace emergency response information to person designated
- Information must be provided as soon as practicable after need has become known
- Review individualized emergency response plans when
 - Employee moves to different location
 - Needs change or
 - When reviewing general emergency response policies

Compliance Date:

January 1, 2012

Areas of Responsibility:

- Human Resources
- Health & Safety
- Employee's Manager

Status:

Ongoing, as identified

Comments:

- Memo sent annually to all County employees asking to self-identify whether assistance is needed. If it is, one-on-one meetings are held to determine what assistance is necessary and develop a plan
- New employees are provided information and asked to complete form during orientation to identify if assistance is needed
- Meeting guides and plan templates created

- When employee's location, needs, or general emergency plans change, existing plans will need to be reviewed
- Emergency plans need to be reviewed with accessibility in mind to identify and try to remove any barriers making the need for individualized plan unnecessary in some cases
- Reminder sent out to all employees annually in the 4th quarter

3.7 Performance Management

Requirement:

- Take into account the individual accessibility needs and/or individual accommodation plans of an employee when using performance management processes

Compliance Date:

January 1, 2014

Areas of Responsibility:

- Human Resources
- Employee's Manager

Status:

Ongoing

Comment:

- Performance Management policy updated and passed by Council on June 18, 2014 includes reference to accessibility needs in the section outlining performance execution and coaching. Supervisor/manager accountabilities were augmented to include the responsibility for reviewing employee accommodation plans and the responsibility for conducting periodic discussions with employees was amended to ensure discussions are conducted in ways that are accessible (see HR policy 4.16.2).

3.8 Career Development and Advancement

Requirement:

- Take into account the individual accessibility needs and/or individual accommodation plans of an employee during career development and advancement processes

Compliance Date:

January 1, 2014

Areas of Responsibility:

- Human Resources
- Employee's Manager

Status:

Ongoing

Comments:

- Accommodating Disabilities policy developed and passed by Council on June 18, 2014 states that the accessibility needs of employees with disabilities, as well as individual accommodation plans will be taken into account when discussing career development opportunities (see HR policy 4.1.4).
- When we provide career development opportunities, we need to consider what accommodations our employees with disabilities may need to:
 - learn new skills, or
 - take on more responsibilities in their current position

3.9 Redeployment**Requirement:**

- Take into account the individual accessibility needs and/or individual accommodation plans of an employee when redeploying employees

Compliance Date:

January 1, 2014

Areas of Responsibility:

- Human Resources
- Employee's Manager

Status:

Ongoing

Comment:

- Accommodating Disabilities policy developed and passed by Council June 18, 2014 states that the accessibility needs of employees with disabilities, as well as individual accommodation plans will be taken into account when redeploying people so that employees can continue to have their accommodation needs met (see HR policy 4.1.4).

4. Design of Public Spaces

Please note the requirements of the Design of Public Spaces standard applies to newly constructed or redeveloped public spaces on or after January 1, 2016 and has the following exceptions:

Recreational Trails (80.6-80.8)

Does not apply to trails solely intended for cross-country skiing, mountain biking or the use of motorized snow vehicles or off-road vehicles or wilderness trails, backcountry trails and portage routes

Outdoor Public Use Eating Spaces (80.16 - 80.17)

Applies to tables that are found in public areas, such as public parks, specifically intended for use by the public as a place to consume food

Outdoor Play Spaces (80.18 - 80.20)

Applies to an area that includes play equipment, such as swings, or features such as logs, rocks, sand or water, where the equipment or features are designed and placed to provide play opportunities and experiences for children and caregivers

Exterior Paths of Travel (80.21 - 80.31)

Applies to outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience. Does NOT apply to paths of travel regulated under the Ontario Building Code

Off-street Parking (80.32 - 80.38)

Does not apply to off-street parking facilities that are used exclusively for the parking of buses, parking of delivery vehicles, parking of medical transportation vehicles (such as ambulances), parking lot use for impounded vehicles. Also does not apply if off-street parking facilities are not located on a barrier-free path of travel regulated under the Building Code AND multiple off-street parking facilities on a single site serve a building or facility

Obtaining Services - Service Counters (80.41) and Fixed Queuing Guides (80.42)

Applies whether services are obtained in buildings or out-of-doors

Obtaining Services – Waiting Areas (80.43)

Accessible seating is a space in the seating area where an individual using a mobility aid can wait

4.1 Recreational Trails

Requirements

- Must consult with the public, persons with disabilities and municipal accessibility advisory committees before new or redeveloped existing recreational trails are constructed
- Must meet all technical requirements (see section 80.9, 80.11-80.13)

Compliance Date:

January 1, 2016

Areas of Responsibility:

- County Forest
- Transportation, Waste & Facilities
- Northumberland Accessibility Advisory Committee (NAAC)

Status:

Ongoing for any new or renovated recreational trail after January 1, 2016

Comments:

- All new plans to be submitted to the NAAC for review, consultation, and comment.

4.2 Outdoor Public Use Eating Spaces

Requirements:

- Minimum 20 percent of tables that are provided must be accessible to persons using mobility aids by having knee and toe clearance underneath table
- In no case shall there be fewer than 1 table that meets this requirement
- Ground surface leading to and under tables that are accessible must be level, firm and stable
- Tables that are accessible must have clear ground space around them to allow for a forward approach to the table

Compliance Date:

January 1, 2016

Areas of Responsibility:

- County Forest
- Transportation, Waste & Facilities
- Northumberland Accessibility Advisory Committee (NAAC)
- Community & Social Services - Housing

Status:

Ongoing for any new or renovated outdoor public use eating spaces after January 1, 2016

Comment:

- All new plans to be submitted to the NAAC for review, consultation, and comment

4.3 Outdoor Play Spaces

Requirements:

- Must consult with the public, persons with disabilities and municipal accessibility advisory committees on the needs of children and caregivers with various disabilities before constructing new or redeveloping existing outdoor play spaces
- Must incorporate accessibility features, such as sensory and active play components
- Must ensure outdoor play spaces have a ground surface that is firm, stable and has less impact attenuating properties for injury prevention and sufficient clearance to provide children and caregivers the abilities to move through, in and around

Compliance Date:

January 1, 2016

Areas of Responsibility:

- County Forest
- Transportation, Waste & Facilities
- Northumberland Accessibility Advisory Committee (NAAC)
- Community & Social Services - Housing

Status:

Ongoing for any new or renovated outdoor play spaces after January 1, 2016

Comment:

- All new plans to be submitted to the NAAC for review, consultation, and comment

4.4 Exterior Paths of Travel

Requirements:

- Must meet technical requirements (see section 80.23)
- Where an exterior path of travel is equipped with a ramp (section 80.24), stairs (80.25), curb ramps (80.26), depressed curbs (80.27), accessible pedestrian signals (80.28), rest areas (80.29), specific technical requirements must be met

Compliance Date:

January 1, 2016

Areas of Responsibility:

- County Forest
- Transportation, Waste & Facilities
- Northumberland Accessibility Advisory Committee (NAAC)

Status:

Ongoing for any new or renovated exterior paths of travel after January 1, 2016

Comments:

- All new plans to be submitted to the NAAC for review, consultation, and comment

4.5 Off-street Parking

Requirement:

- Must provide two types of parking spaces: Type A (a wider parking space identified as "van accessible") and Type B (standard parking space)
- Access aisle (space between parking spots) must be provided for all parking spaces for the use of persons with disabilities
- Must have a minimum number of parking spaces for the use of persons with disabilities (see section 80.36)
- Must be distinctly indicated by erecting an accessible permit parking sign (see section 80.37)

Compliance Date:

January 1, 2016

Area of Responsibility:

- Transportation, Waste & Facilities

Status:

Ongoing for any new or renovated off-street parking after January 1, 2016

4.6 On-street Parking

Requirement:

- Must consult with the public, persons with disabilities and municipal accessibility advisory committees on the need, location and design of accessible on-street parking when constructing or redeveloping existing on-street parking

Compliance Date:

January 1, 2016

Area of Responsibility:

- Transportation, Waste & Facilities

Status:

Ongoing for any new or renovated on-street parking after January 1, 2016

Comments:

- All new plans to be submitted to the NAAC for review, consultation, and comment

4.7 Obtaining Services - Service Counters

Requirements:

- Must be a minimum of one service counter that accommodates a mobility aid for each type of service provided and must be clearly identified with signage where there are multiple queuing lines and service counters
- Each service counter must accommodate a mobility aid where a single queuing line serves a single or multiple counters
- Countertop height of service counter that accommodates mobility aids must be such that it is usable by a person seated in a mobility aid

- Service counter that accommodates mobility aids must have sufficient knee clearance for a person seated in a mobility aid, where forward approach to the counter is required
- Floor space in front of counter must be sufficiently clear so as to accommodate mobility aid

Compliance Date:

January 1, 2016

Area of Responsibility:

- Transportation, Waste & Facilities

Status:

Ongoing for any new or renovated service counter after January 1, 2016

4.7 Obtaining Services - Fixed Queuing Guides

Requirements:

- Must provide sufficient width to allow for the passage of mobility aids and mobility assistive devices
- Must have sufficiently clear floor area to permit mobility aids to turn where queuing lines change direction
- Must be cane detectable

Compliance Date:

January 1, 2016

Area of Responsibility:

- Transportation, Waste & Facilities

Status:

Ongoing for new or renovated fixed queuing guides after January 1, 2016

4.8 Obtaining Services - Waiting Areas

Requirement:

- Where seating is fixed to the floor, a minimum of 3 percent of new seating must be accessible but in no case shall there be fewer than 1 accessible seating space

Compliance Date:

January 1, 2016

Area of Responsibility:

- Transportation, Waste & Facilities

Status:

Ongoing for any new or renovated waiting areas after January 1, 2016

4.9 Maintenance of Accessible Elements

Requirements:

- Multi-year accessibility plans must include procedures for preventative and emergency maintenance of accessibility elements in public spaces
- Multi-year accessibility plans must include procedures for dealing with temporary disruptions when accessible elements required are not in working order

Compliance Date:

January 1, 2016

Area of Responsibility:

- Transportation, Waste & Facilities

Status:

Ongoing

Comment:

- Facilities department maintains preventative maintenance schedule and addresses emergencies, as needed

5. Customer Service Standard

5.1 Establishment of Policies

Requirements:

- Develop, implement and maintain policies governing provision of goods, services and facilities to persons with disabilities
- Policies must deal with the use of assistive devices
- Must prepare one or more documents describing the policies and, on request, provide to any person
- Must notify persons that documents are available upon request
- Notice must be posted in a conspicuous place on the premise, on website or other method that is reasonable

Compliance Date:

January 1, 2010

Areas of Responsibility:

- Accessibility Coordinator with input from MOC, unions, and NAAC

Status:

Complete

Comments:

- Policies approved by Council: September 28, 2009
- All policies are written – hardcopies and electronic copies available
- Current policies:
 - AODA - Introduction
 - AODA Compliance
 - AODA 1.1 Accessible Customer Service
 - AODA 1.2 Alternative Format Documents
 - AODA 1.3 Assistive Devices
 - AODA 3.1 Customer Feedback
 - AODA 14.1 Notice of Availability of Documents
 - AODA 14.2 Notice of Temporary Service Disruption
 - AODA 19.1 Service Animals and Support Persons
 - AODA 20.1 Training
- Policies are consistent with the principles of dignity, independence, integration and equal
- When communicating with a person with a disability, must do so in a manner that takes into account the person's disability
- Notices have been placed at all reception counters notifying the public that all policies are available, in alternative formats, upon request

Action Items:

- Combine current IASR policy with Accessible Customer Service policies to reduce total number of policies, simplifying both maintenance and communication of documents
- Conduct spot checks to ensure notices are still in place at reception counters

5.2 Use of Service Animals and Support Persons

Requirements:

- Person with a disability who is accompanied by a guide dog or other service animal must be permitted to enter the premise and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premise
- Person with a disability who is accompanied by a support person must be permitted to enter the premises together and that the person is not prevented from having access to support person while on premises
- If an amount is payable for a person's admission, notice must be given in advance about the amount, if any, payable in respect of the support person

Compliance Date:

January 1, 2010

Areas of Responsibility:

- Accessibility Coordinator
- All employees

Status:

Complete

Comments:

- If animal is excluded by law, must ensure other measures are available to enable person with disability to obtain, use or benefit from goods, services or facilities
- May require person with a disability to be accompanied by a support person but only if, after consulting with person and considering available evidence that support person is necessary to protect health or safety of person with disability or others on the premise and there is no other reasonable way to protect health or safety of person with disability or others on the premise
- If County requires support person (based on criteria outlined above), payment for the support person's admission must be waived

Action items:

- Existing policy needs to be updated to reflect:
 - definition of service animal
 - under what circumstances a support person might be required
 - waiving of payment under certain circumstances

5.3 Notice of Temporary Service Disruption

Requirement:

- Must give notice of disruption to facilities or services that persons with disabilities usually use to obtain, use or benefit from goods, services or facilities

Compliance Date:

January 1, 2010

Areas of Responsibility:

- Accessibility Coordinator
- All employees

Status:

Complete

Comment:

- Notice must include reason for disruption, anticipated length and description of alternative facilities or services (if any) that are available

Action item:

- Need to collaborate further with Facilities department to ensure process is being followed

5.4 Training for Staff, etc.

Requirements:

- Must provide training about the provision of goods, services or facilities to persons with disabilities to:
 - Every person who is an employee or volunteer
 - Every person who participates in developing policies
 - Every other person who provides goods, services or facilities on behalf
- Training must be provided as soon as practicable
- Training must be provided on an ongoing basis in respect to any changes to policies
- Record of training must be maintained
- Document must be prepared summarizing training policy, content of training and when training is to be provided
- Must provide notice of availability of document described above
- Notice must be posted in a conspicuous place on the premise, on website or other method that is reasonable

Compliance Date:

January 1, 2010

Area of Responsibility:

- Accessibility Coordinator

Status:

Complete and ongoing as new hires/volunteers are brought on board and as policies and practices change

Comments:

- Training includes:
 1. How to interact and communicate with persons with various types of disabilities
 2. How to interact and communicate with persons with disabilities who use assistive devices and/or service animals and/or support persons
 3. How to use equipment or devices available on premises

4. What to do if a person is having difficulty accessing goods, services or facilities

- Training takes place during orientation and as policies/practice changes
- Training records are logged in HRIS and kept in employee personnel files

Action Items:

- As in the training section include under the General Requirements (section 1.5), review, improve and customize both the quality and quantity of AODA training to address department and employee needs
- Develop a training strategy that includes:
 - Timely completion of both general and position specific AODA training
 - Tools to access understanding of training material
 - Identification of departments/positions requiring specialized accessibility training

5.5 Feedback Process Required

Requirements:

- Must establish a feedback process for receiving and responding to feedback about the manner in which goods, services or facilities are provided
- Feedback process must be accessible to persons with disabilities by providing for or arranging for the provision of accessible formats and communication supports, upon request
- Must make information about feedback process readily available to the public
- Document must be prepared summarizing feedback process
- Must provide notice of availability of document described above
- Notice must be posted in a conspicuous place on the premise, on website or other method that is reasonable
-

Compliance Date:

January 1, 2010

Areas of Responsibility:

- Accessibility Coordinator with input from MOC, unions, and NAAC
- Front line reception/administrative employees
- All employees

Status:

Complete

Comments:

- Feedback process approved by Council: September 28, 2009
- Process specifies actions to be taken when complaint is received
- Notices have been placed at all reception counters notifying the public that all policies are available, in alternative formats, upon request
- Document must be provided to any person, upon request
- A tracking mechanism was developed to report on accessibility feedback

Action Items:

- As in the feedback section include under the Information and Communication Standard (section 2.1), train employees, particularly those in customer facing roles, to identify accessibility feedback (not always defined as such) and the procedures to address

5.6 Format of Documents**Requirement:**

- Must provide or arrange for the provision of document, or the information contained in the document, to a person in an accessible format or with communication support

Compliance Date:

January 1, 2010

Areas of Responsibility:

- Accessibility Coordinator
- All employees

Status:

Ongoing

Comments:

- Must be provided in a timely manner, at a cost no more than the regular cost charged to others
- Must consult with the person making the request to determine suitability of accessible format or communication support
- As in the accessible formats and communication supports section under the Information and Communication Standard (section 2.2), additional/refresher training on creating accessible documents is ongoing