



# County of Haliburton

## Policies and Procedures Manual

# Integrated Accessibility Standards

**Recommended by:** Joint Accessibility Committee    **March 13, 2013**  
**Resolution Number:** JAC 5 2013  
**Approved by:** County Council    **March 27, 2013**  
**Resolution Number:** R 75 2013

### **PURPOSE**

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is a Provincial Act with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises by the year 2025.

The Integrated Accessibility Standards Regulation (IASR), O.Reg 191/11, specific to Employment, Information and Communication and Transportation came into force on January 1, 2012. A further standard included under the IASR, Built Environment, Design of Public Spaces, O.Reg 413/12, came into effect on January 1, 2013 establishing accessibility standards specific to Design of Public Spaces and Multi Year Accessibility Plans.

This policy will be implemented in accordance with the timeframes established under the IASR.

### **POLICY STATEMENT**

The County of Haliburton, as governed by the AODA, 2005 and the regulations as set out within, will use every reasonable effort to implement, maintain and include all legislated accessibility standards to ensure that a fully accessible environment is available for all persons with disabilities and continue the commitment to providing exceptional and accessible goods and services for its customers and employees guided by the four principles of dignity, independence, integration and equal opportunity.

### **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”** means the special arrangement made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person’s unique needs.

**“Communication Supports”** may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign

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

**“Kiosk”** means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.

**“Website”** means either a website with a new domain name or a website with an existing domain name undergoing a significant refresh.

**“Relocation or Redeployment”** means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated.

**“Unconvertible”** means

- (a) It is not technically feasible to convert the information or communications;
- (b) The technology to convert the information or communications is not readily available.

## **GENERAL PROVISIONS**

### ***Multi Year Accessibility Plans***

The County of Haliburton has in place a Joint Accessibility Plan as is required under the Ontarians with Disabilities Act (ODA), 2001 which, in collaboration with the member Municipalities, is updated and posted on the County website and placed in all libraries and municipal offices on an annual basis. The Joint Accessibility Plan will continue to be reviewed annually and updated at least once every 5 years.

The County of Haliburton in collaboration with the member Municipalities will prepare an annual report on the progress and implementation of the Joint Accessibility Plan and post the report on the County website and make the information available in alternative formats upon request.

### ***Procuring or Acquiring Goods and Services***

The County of Haliburton will use accessible criteria when procuring or acquiring goods, services or facilities. Where it is not practical to do so the County of Haliburton will provide an explanation.

The County of Haliburton Purchasing Policy has provided an inclusion within the policy "*To have regard to the accessibility for persons with disabilities to the Goods, Services and Construction purchased by the County of Haliburton*".

### ***Accessible Formats and Communication Support***

All policies shall be made available upon request in an accessible format suitable to the requesters or employee's needs.

The County of Haliburton shall ensure that it will comply with the requirements of the AODA, 2005, including the Customer Service Policy and the IASR to create, provide and receive information and communications, within its control, in ways that are accessible for people with disabilities upon request and in a timely manner, consulting with the requester to determine the suitability of the accessible alternate format or communication support at a cost that is no more than the regular charge for the provision of the document on a regular basis.

Third party information, products or product labels and unconvertible communications do not apply to this standard and the requester will be provided with an explanation.

Notice of availability of documents will be provided on the County of Haliburton website at [www.haliburtoncounty.ca](http://www.haliburtoncounty.ca) and posted at the County of Haliburton Administration Offices as required.

### ***Training***

The County of Haliburton shall ensure the continuation of appropriate training is provided to all employees, volunteers and all persons who participate in developing the County of Haliburton's policies as applicable, on the requirements under the AODA, 2005 and on the Humans Rights Code as it pertains to persons with disabilities. The County shall maintain a record of the names, dates and type of training provided.

The names of individuals trained will be recorded for training administration purposes, subject to the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

### ***Feedback***

The County of Haliburton will continue to ensure that the process for receiving and responding to feedback is accessible to persons with disabilities as outlined in the County's Customer Service Policy and requirements under the IASR.

### ***Fines for Non Compliance***

The provisions of the IASR place penalties for non-compliance under the AODA, 2005 up to \$100,000.00 per day and may place a \$50,000.00 penalty on directors of the institution.

## **INFORMATION AND COMMUNICATION STANDARDS**

### ***Emergency Preparedness Plan***

The County of Haliburton has in place an Emergency Response Plan which is posted on the County's website under Emergency Services.

The County of Haliburton shall provide information on emergency procedures, plans or public safety information that is available to the public in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

### ***Accessible Websites and Web content***

The County of Haliburton will ensure that new or renewed internet and intranet websites and the content contained therein will comply with the IASR timelines and conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A by January 1, 2014 and Level AA by the year 2021 except where it is impractical to do so.

## **EMPLOYMENT STANDARDS**

### ***Recruitment, Assessment and Selection***

The County of Haliburton will notify its employees and the public about the availability of accommodations for applicants with disabilities in its recruitment processes by posting the information in the job posting; shall consult with selected applicants to provide and arrange for the provision of a suitable accommodation and communication format, if required; and when making offers of employment, shall notify the successful applicant of its process for accommodating employees with disabilities.

### ***Return to Work & Individual Accommodation Plan***

The County of Haliburton has developed a Return to Work Process for employees who have been absent from work due to an illness or injury and require disability-related accommodations in order to return to work. Employees are made aware of the Return to Work process through employee orientation and their Return to Work is documented on a bi-weekly basis in coordination with Human Resources and the Department Supervisor.

The County of Haliburton will comply with the Employment Standard requirements of the IASR, to identify, prevent and remove barriers and shall take every reasonable effort to provide individual accessibility plans upon request for persons with disabilities.

### ***Workplace Emergency Response Information***

The County of Haliburton has in place a process, with consent of the employee, to identify the individual needs of a person with disabilities in the event of an emergency. If the disability is such that an individualized emergency plan is

necessary the County of Haliburton in collaboration with the employee and within the guidelines of MFIPPA, alert the designated person identified in the Emergency Evacuation policy under the County of Haliburton Health and Safety Policies to the information.

The individual plan will be taken into consideration and reviewed during the annual review of the applicable health and safety policies and/or in the event that the person with the disability transfers to a different workplace location.

### ***Performance Management, Career Development***

The County of Haliburton shall take into account accessibility needs of employees with disabilities and developed individual accommodation plans in the performance management process, when providing career development and advancement opportunities and relocation or redeployment of employees with disabilities.

### **TRANSPORTATION STANDARDS**

The County of Haliburton does not provide specialized or public transit and does not license taxicabs; therefore the transportation standard requirements do not apply to the County of Haliburton.

### **DESIGN OF PUBLIC SPACES**

The County of Haliburton maintains a recreational trail under the name of the Haliburton County Rail Trail Corridor. This trail is a multi-use trail that is used by snowmobiles and all-terrain vehicles at specified times and as per the IASR is exempt under the regulation.

### **SELF SERVE KIOSKS**

The County of Haliburton will ensure that any kiosks acquired will have the required accessibility feature as outlined in the IASR.