



# Corporate Policy

## 1. Administration

### 01.1 Accessibility Policy

Approved by:	Council	on	October 28, 2019
Report No.:	CL-24-19	Effective:	
Reviewed:	May 2021	Amended:	N/A
Next Review:	N/A	Note(s):	

#### **Purpose:**

To ensure the Township of Warwick programs and services are accessible to everyone in the community in accordance with Ontario Regulation 429/07 Accessibility Standards for Customer Service.

The Township of Warwick is committed to providing quality goods, services, and facilities that are accessible to all persons and is guided by the four core principals of dignity, independence, integration and equality opportunity. The Town is dedicated to removing barriers to accessibility and ensuring that all the requirements in the Customer Service, Information and Communication, Employment, Transportation and the Design of Public Spaces Standards of the AODA are fulfilled.

#### **Policy Statement:**

The purpose of this policy is to set out the requirements of the revised Customer Service Standard under the *Accessibility for Ontarians with Disabilities Act, 2005, S.O, c. 11 ("AODA")* that came into effect on July 1, 2016 and apply to all organizations providing goods, services and facilities in the province.

All accessibility standards — including the accessible customer service standard — are now part of one regulation: the *Integrated Accessibility Standards Regulation ("IASR", O. Reg. 191/11)*.

This document will be made publicly available and will be provided in an accessible format upon request, as soon as is practicable. This policy replaces other Township of Warwick Integrated Accessibility Standards Policies.

## **Scope:**

This Policy applies to Council and all Township of Warwick employees, volunteers and third parties who provide goods, services or facilities to the public on behalf of the Township of Warwick.

The Township shall meet its duties and responsibilities under the AODA by adhering to the following principles:

- All members of the public are treated in a way that allows them to maintain their dignity and independence
- The programs, services and facilities are inclusive and provide an equal opportunity to all members of the public
- Representatives of the Township of Warwick are committed to preventing and removing barriers to accessibility

## **Principles:**

The Township of Warwick shall meet its duties and responsibilities under Ontario Regulation 429/07 by adhering to the following principles and practices.

### **Training**

The Township will ensure that all persons to whom this policy applies receive training as required by the *AODA Customer Service Standard (2005)*. The training will be tailored to suit each person's interactions with the public and his or her involvement in the development of policies, procedures and practices pertaining to the provision of goods and services.

### **The Training Shall Include:**

- A review of the purposes of the *Accessibility for Ontarians with Disability Act, (2005)*, the *IASR (2012)* and *Human Rights Code* as it pertains to people with disabilities
- How to interact and communicate with persons with various types of disabilities; use of assistive devices of people with disabilities, service animals, support persons, notice of disruption, feedback, and information in alternative formats

The training provided shall be delivered based on the duties of the employee, volunteer or third party and the Township of Warwick shall keep record of the training.

### **Accessibility Planning**

The Township will establish, implement, maintain and document a multi-year accessibility plan in accordance with the *AODA*. The multi-year accessibility plan will be a guideline for the Township staff to prevent and remove barriers for people with disabilities for goods, services, programs and services and to comply with the *AODA* and *IASR* requirements.

The Township of Warwick will:

- Establish, review and update the multi-year accessibility plan
- Review and update the plan, at least, once every five years

Complete an annual accessibility report updating Warwick Township Council and the public on the status of the multi-year accessibility plan and other accessibility matters within the Township of Warwick.

### **Procurement**

The Township of Warwick will incorporate accessibility and the needs of people with disabilities when procuring or acquiring goods, services and facilities. This includes incorporating accessibility features when designing and procuring or acquiring self-service kiosks.

### **Information and Communication**

The Township of Warwick shall provide information that it produces and controls in formats that are accessible and take into account the disabilities of members of the public requesting information.

The Township of Warwick shall provide and arrange for the reasonable provision of accessible forms and communications supports for persons with disabilities. This will be completed in a timely manner that takes into account the person's accessibility needs due to a disability and at a cost that is no more than the regular cost charged to other persons. In determining the suitability of an accessible format or communication support, the Township of Warwick shall consult with the person making the request.

When it is not practicable to provide an alternate format, the Township of Warwick shall provide an explanation and summary of the document in an accessible format.

## **Feedback**

The Township welcomes feedback on how we provide accessible customer service and shall ensure that all feedback processes are accessible to people with disabilities by providing accessible formats and communication supports upon request. Customer feedback helps the Township identify barriers and respond to concerns.

All feedback, including complaints, will be directed to the CAO/Clerk. The Customer Feedback Form is available upon request, or on the Township website.

## **Emergency Information**

The Township of Warwick shall provide information regarding emergency procedures, plans or public safety in accessible formats or with appropriate communication supports for people with disabilities.

## **Service Disruption**

The Township of Warwick shall give notice of temporary disruptions to services or facilities used by persons with disabilities including the reason(s) for the disruption, the anticipated duration of the disruption and alternative facilities or services that may be available. The notice shall be posted in a conspicuous place on the premises of the facility or by other sources of information such as the Township of Warwick website ([www.warwicktownship.ca](http://www.warwicktownship.ca)). When the disruption is planned, advanced notice shall be provided.

## **Service Animals**

A person with a disability accompanied by a service animal is permitted to enter the Township of Warwick premises, facilities and spaces with the animal unless the animal is otherwise excluded by law. Where a service animal is excluded by law, the Township shall, within reasonable measures, ensure that other methods are made available to enable the person with the disability to obtain, use or benefit from the goods and services.

Section 4(9) of the *Accessibility Standards on Customer Service Standard (2005)* indicates that an animal is a service animal if:

- It is readily apparent that the animal is being used for reasons related to a person's disability

If the person provides a letter from a healthcare provider confirming that, the animal is required for reasons relating to the disability. A person with a disability with a service animal is responsible for the control of that animal of all times.

## **Assistive Devices**

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

The Township of Warwick shall ensure our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

## **Support Persons**

When a person with a disability is accompanied by a support person, the Township will ensure that both persons are permitted to enter any premises, facilities, and space and that the person with a disability is not prevented from having access to the support person.

A support person, when assisting a person with a disability to obtain, use or benefit from the Township's goods and services, will be permitted to attend at no charge where an admission fee is applicable.

In certain cases, the Township of Warwick might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- The person with a disability
- Others on the premises

Before making a decision, the Township of Warwick will:

- Consult with the person with a disability to understand their needs
- Consider health or safety reasons based on available evidence
- Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

## **Employment**

The Township of Warwick is committed to continue to provide an inclusive workplace for all applicants and employees in accordance with the *AODA Employment Standard (2012)* by ensuring people with disabilities are reasonably accommodated throughout the hiring process and employment.

## **Design of Public Spaces**

The Township of Warwick strives to be a leader in developing accessible environments for all and is moving towards the principles of including “universal design” for all our public spaces. The Township will comply with the *IASR Design of Public Spaces Standard* (2012) when undertaking new construction and redevelopment of public spaces in the following areas:

- Recreational trails and beach access routes s. 80.6 - 80.15
- Outdoor public use eating areas s. 80.16 - 80.17
- Outdoor play spaces s. 80.18 - 80.20
- Exterior paths of travel s. 80.21 - 80.31
- Accessible parking s. 80.32 - 80.39
- Obtaining services s. 80.40 -80.43

Maintenance planning s. 80.44

## **References:**

1. *Ontarians with Disabilities Act*, 2001, S.O. 2001, c 32
2. *Accessibility for Ontarians with Disabilities Act*, 2005, S.O. 2005
3. *Integrated Accessibility Standards Regulation*, O. Reg. 191/11 Part 4.1 – *Design of Public Spaces Standard*
4. *Human Rights Code*, R.S.O. 1990, c H.19

Queries about this policy should be directed to the Clerk of the Township of Warwick.

**Roles:**

**Accountable:**

CAO/Clerk

**Responsible:**

All staff, members of Council and agents/contractors acting on behalf of the Township of Warwick