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Subject: Integrated Accessibility Policy

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Effective Date: January 1, 2013

Approved:

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Policy: The County of Frontenac is committed to treating all people in a way that allows them to maintain their dignity and independence. Through accessibility planning and policies, and in consultation with the Frontenac Joint Accessibility Advisory Committee, the County of Frontenac shall ensure that the County meets the needs of people with disabilities in a timely manner through the implementation of this policy.

Objective: To ensure the implementation of accessibility policies that are compliant with the Integrated Accessibility Standards Regulation under the *Accessibility for Ontarians with Disabilities Act, 2005*, which takes into account the principles of dignity, independence, integration and equal opportunity.

Definitions: In this policy, the following meanings apply:

- a) **“Accessible Formats”**: includes, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities;
- b) **“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 needs;
- c) **“County”** is defined as the Corporation of the County of Frontenac;
- d) **“Communication Supports”** includes, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications;
- e) **“Disability”** as defined under the *Accessibility for Ontarians with Disabilities Act, 2005* includes:
  - i) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes

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diabetes mellitus, epilepsy, a brain injury, and degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a service animal or on a wheelchair or other remedial appliance or device

- ii) A condition of mental impairment or a development disability;
- iii) A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- iv) A mental disorder; or
- v) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

- f) “**Information**” includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning;
- g) “**Self-Service 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.
- h) “**Third Party**” means a representative of a business or organization who is receiving County of Frontenac goods or services or acting in an official capacity.

Procedure:

## 1.0 REGULATIONS

### 1.1 Accessibility Plan

The County shall produce a multi-year Accessibility Plan. The plan will be posted on the County’s website and shall be made available in an accessible format and with communication supports, upon

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request. The Accessibility Plan shall be reviewed and, if necessary, updated at least once every five (5) years.

**1.2 Procurement Policy**

The County shall incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so. If it is determined that it is not practicable to incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, the County shall provide, upon request, an explanation.

**1.3 Self-Service Kiosks**

The County shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks and shall incorporate accessibility features when designing, procuring or acquiring self-service kiosks.

**1.4 Training**

All County of Frontenac employees, volunteers, persons who participate in developing the County's policies and third parties providing goods and services on the County's behalf shall be required to undergo training on the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* accessibility standards and on the Human Rights Code as it pertains to persons with disabilities. The training provided on these requirements shall be appropriate to the duties of the employee, volunteer or other persons. Training shall take place as soon as is practicable and upon completion, the County shall keep a record of the training provided on these requirements including the dates on which the training was provided and the number of individuals to whom it was provided.

**2.0 INFORMATION AND COMMUNICATION STANDARDS**

**2.1 Feedback**

The County shall ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities

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by providing or arranging for the provision of accessible formats and communications supports upon request and shall notify the public about the availability of accessible formats and communication supports.

## **2.2 Accessible Formats and Communication Supports**

Except as otherwise provided for in the *Accessibility for Ontarians with Disability Act, 2005*, the County shall, upon request, and in consultation with the person making the request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities. Accessible formats and communication supports shall be provided in a timely manner, taking into account the person's accessibility needs due to the disability and at a cost that is no more than the regular cost charged to other persons.

This does not apply to products and product labels, unconvertible information or communications and information that the County does not control directly or indirectly through a contractual relationship. If it is determined that information or communications are unconvertible, the department shall provide the person requesting the information or communication with:

- (a) an explanation as to why the information or communications are unconvertible;
- (b) a summary of the unconvertible information or communications

The County shall ensure that the public is notified about the availability of accessible formats and communication supports. The notice shall be given by posting the information: (i) at a conspicuous place on the County of Frontenac premises; (ii) on the County's official web site – [www.frontenacounty.ca](http://www.frontenacounty.ca); or (iii) by such other method as is reasonable in the circumstances.

## **2.3 Emergency Information**

When preparing emergency procedures, plans or public safety information and making same available to the public, the County shall provide the information in an accessible format or with

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appropriate communication supports as soon as practicable, upon request.

**2.4 Accessible Website and Content**

Internet websites and web content controlled directly by the County or through a contractual relationship that allows for modification of the product shall conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A and AA in accordance with the schedule set out in the AODA Integrated Accessibility Standards.

**3.0 EMPLOYMENT STANDARDS**

**3.1 Recruitment**

The County shall post information about the availability of accommodations for applicants with disabilities in its recruitment process. Job applicants who are individually selected for an interview and/or testing shall be notified that accommodations for material to be used in the process are available, upon request. The County shall consult with any applicant who requests an accommodation in a manner that takes into account the applicant's disability. Successful applicants shall be notified about the County's policies for accommodating employees with disabilities as part of their offer of employment.

**3.2 Employee Supports**

The County shall inform employees of the policies used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. The County shall provide this information to new employees as soon as practicable after they begin their employment and provide updated information to all 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.

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**3.3 Accessible formats and communication supports**

Upon an employee's request, the County shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace.

The County will consult with the employee making the request in determining the suitability of an accessible format or communication support.

**3.4 Workplace Emergency Response Information**

If an employee's disability is such that workplace emergency response information is necessary and the County is aware of the need for accommodation, this information shall be provided to employees. In addition, this information shall be provided, with the employee's consent, to the person designated to provide assistance. The information shall undergo review when the employee moves to a different location, when the employee's overall accommodation needs or plans are reviewed and when the County reviews its general emergency response plan.

**3.5 Documented Individual Accommodation Plans**

A written process for the development and maintenance of documented individual accommodation plans shall be developed for employees with disabilities. If requested, these plans shall include information regarding accessible formats and communications supports. If requested, the plans shall include individualized workplace emergency response information.

**3.6 Return to Work Process**

The County shall have in place a documented return to work process for employees returning to work due to disability and requiring disability-related accommodations. This return to work process shall outline the steps that the County shall take to facilitate the return to work.

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**3.7 Performance Management and Career Development and Advancement**

The County shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans when providing career development, performance management and when considering redeployment.

**4.0 TRANSPORTATION**

The County of Frontenac has no obligated requirement under the Transportation Standards; however recognizing that it will make it easier for people to travel in Ontario, including persons with disabilities, older Ontarians and families traveling with children with strollers, the County will encourage private transportation providers to meet the requirements of the Transportation Standard.

**5.0 DESIGN OF PUBLIC SPACES**

The Design of Public Spaces Standard will make it easier for people to enjoy recreational activities in Ontario, including persons with disabilities, older Ontarians and families with children with strollers.

The County of Frontenac is committed to ensuring that its public spaces, in accordance with the *Integrated Accessibility Standards* (Ontario Regulation 191/11) under the AODA and, in particular, Part IV.1, Design of Public Spaces Standards, of such Regulation are accessible to all. This will be accomplished through the development and implementation of policies, practices, procedures, resources, equipment and training in the provisions outlined in the *Integrated Accessibility Standards Regulation* under the AODA.

The County of Frontenac will consult with its municipal accessibility advisory committee, the public and persons with disabilities in accordance with the consultation requirements of the Standard.



**6.0 COMPLIANCE**

An Administrative Monetary Penalties scheme has been established under the AODA which allows the Accessibility Directorate or a designate to 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 standard to a maximum of \$100,000 in the case of a corporation and up to \$50,000 in the case of an individual or unincorporated organization.