

ADMINISTRATIVE POLICIES AND PROCEDURES

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-See attached Accessible Customer Service
 -See attached Integrated Accessibility Standard Regulation Act



The Corporation of the Township of Dubreuilville

Accessible Customer Service Policy

Accessibility for Ontarians with Disabilities Act (AODA 2005)

Date: October 25, 2012

Manager Name: Shelley B. Casey

Title: CAO-Clerk / Deputy-Treasurer

The Corporation of the Township of Dubreuilville

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Purpose

The Accessibility for Ontarians with Disabilities Act, 2005 is a Provincial legislation that sets out Standards of compliance to ensure that services provided to Ontarians with disabilities is accessible and provided in a manner that uses reasonable efforts consistent with the core principles of:

Dignity – services are provided in a respectful manner consistent with the needs of the individual.

Independence – services for persons with disabilities shall support their independence while respecting their right to safety and personal privacy.

Integration – allow people with disabilities to fully benefit from the same service, in the same place and in a similar way.

Equality of Opportunity – persons with disabilities are given the same opportunity to benefit from the services provided as other clients.

Scope

Accessible Customer Service will be provided by all municipal employees, volunteer and third party who communicate with the public, all management and program staff who develop our policies and procedures, all volunteers and any third parties we may contract with.

Our intent is to ensure all persons with disabilities receive customer service in a manner that takes into consideration their disability and offers excellence in customer service.

Definitions and Accompanying Policy

Person with a Disability:

The definition of disability under the AODA is the same as the definition of disability in the Ontario Human Rights Code.

Accessibility for Ontarians with Disabilities Act (AODA) Section 2 states that "Disability" means;

- a) 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 diabetes mellitus, epilepsy, a brain injury, any 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 guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b) a condition of mental impairment or a developmental disability;
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) a mental disorder; or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Communicating with Persons with Disabilities

Communication is a process of providing, sending, receiving and understanding information. This section of the regulation is a specific requirement to communicate with an individual with a disability in a way that takes the person's disability into account. This means that you must consider how the disability affects the way that the person expresses, receives or processes communications. The goal is to communicate in an effective way.

Policy

When communicating with a person with a disability, *The Corporation of the Township of Dubreuilville* will do so in a manner that takes into account the person's disability.

The Corporation of the Township of Dubreuilville is committed to providing fully accessible telephone service to our customers. Staff will be trained to communicate with customers over the telephone in clear and plain language, to speak clearly and slowly and to tailor their responses as much as possible in support of the individual.

Access for persons who are deaf is available by Bell Relay Service at 1-800-268-9243. All staff will be trained on how to use a Bell Relay Service.

The Corporation of the Township of Dubreuilville
Accessible Customer Service Policy

The Corporation of the Township of Dubreuilville will offer to communicate with customers by other means such as e-mail, if telephone communication is not suitable to their communication needs or is not available.

Support Person

A support person is a person who accompanies a person with a disability to assist him or her. A support person can be a professional, a family member, a friend, or other person who assists a person with a disability with communication, mobility, personal care, or medical needs or with access to goods or services.

Policy

A support person is a trusted individual chosen by a person with a disability who assists with communication, mobility, personal care or medical needs or with access to goods and services. *The Corporation of the Township of Dubreuilville* is committed to welcoming people with disabilities who are accompanied by a support person.

Fees are normally associated with the nature of our business; however, should a situation or event arise support persons may not be charged any admission fees. Please contact the event coordinator for details.

The customer shall determine whether a support person is necessary; however, in the exceptional circumstance where an employee believes that a support person should be in attendance to protect the health and safety of the customer or others, the following criteria shall be used in consulting with the customer:

- When there is a significant risk to the health and safety of the person with a disability or others (the mere possibility of risk is insufficient).
- When the risk is greater than the risk associated with other customers.
- When the risk cannot be eliminated or reduced by other means.
- When the assessment of the risk is based on consideration of the duration of the risk, the nature and severity of the potential harm, the likelihood that the potential harm will occur, and the imminence of the potential harm.
- When the assessment of the risk is based on the individual's actual characteristics, not merely on generalizations, misperceptions, ignorance or fears about a disability.

Please note That The Corporation of the Township of Dubreuilville would only request a support person on an exceptionally rare occasion.

Service Animal

Service animals are used by people with many different kinds of disabilities. Examples of service animals include dogs used by people who are blind; hearing alert animals for people who are deaf, deafened, or hard of hearing; and animals trained to alert an individual to an oncoming seizure and lead them to safety.

A service animal is defined in the Act as:

"Any animal where it is readily apparent that the animal is used by the person for reasons relating to his or her disability and if the person provides a letter from a physician or nurse or other government issued certification confirming that the person requires the animal for reasons relating to the disability."

Policy

Persons with a disability, accompanied by a service animal are welcome at *The Corporation of the Township of Dubreuilville*.

If in an unusual circumstance at an event outside of *The Corporation of the Township of Dubreuilville* business office, a service animal is excluded by law, *The Corporation of the Township of Dubreuilville* will ensure that alternate means are available to enable the person with a disability to obtain, use, or benefit from the services of *The Corporation of the Township of Dubreuilville*.

If it is not readily apparent that the animal is a service animal, i.e. a guide dog with visible harness, *The Corporation of the Township of Dubreuilville* will use extreme discretion in asking the person with a disability to confirm the animal is a service animal by:

- Asking if the animal is a service animal.
- If concern or inappropriate animal behavior ask for confirmation letter from a physician or nurse of service animal or identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

Staff will offer the location of fresh water for the service animal and where service animals may be walked to relieve themselves.

Assistive Devices

Personal assistive devices are usually devices that people bring with them, such as, walkers, personal oxygen tanks, magnification devices, wheelchairs, canes, or other mobility devices that assist the person with daily living.

Policy

Persons with disabilities shall be permitted to obtain, use, or benefit from goods or services through the use of their own assistive devices.

Staff will be trained and become familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

The Corporation of the Township of Dubreuilville will also ensure that staff knows how to use the assistive devices which are available on our premises, including electronic door openers.

Exceptions may occur in situations where *The Corporation of the Township of Dubreuilville* 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.

In these situations and others *The Corporation of the Township of Dubreuilville* may offer a person with a disability other reasonable measures to assist them in obtaining, using, and benefiting from the services of *The Corporation of the Township of Dubreuilville* where other measures are available.

It should be noted that it is the responsibility of the person with a disability to ensure that their assistive device is operated in a safe and controlled manner at all times.

Notice of Service Disruption¹

The Standard requires that notice to the public be provided when there is a temporary disruption (planned or unexpected) of facilities or services that are usually used by people with disabilities to access goods or services. This notice must include the reason for the disruption, its duration and a description of alternative facilities or services, if available and posted in an obvious place

Policy

The Corporation of the Township of Dubreuilville is aware that the operation of its services and facilities is important to the public. However, temporary disruptions in our services and facilities may occur due to reasons that may or may not be within *The Corporation of the Township of Dubreuilville* control or knowledge. Examples of this could be "snow days", disruptions in power/heat beyond our control.

The Corporation of the Township of Dubreuilville will make reasonable efforts to provide notice of the disruption to the public, including:

- The name of the event/service
- The normal service location being impacted
- Alternate service locations or service methods
- Hours of service availability
- Contact information
- Any other information deemed appropriate to deliver our service.

The Corporation of the Township of Dubreuilville will make reasonable efforts to provide prior notice of planned disruption if possible, recognizing that in some circumstances, such as in the situation of unplanned temporary disruption (snow storms), advance notice will not be possible. In such cases, *The Corporation of the Township of Dubreuilville* will provide notice as soon as possible.

In the event of a temporary service disruption that would limit a person with a disability from gaining access to our office, goods, or service, *The Corporation of the Township of Dubreuilville* will post a notice or otherwise make the disruption known to customers in the following methods and places:

- Notice on entrance doors
- Municipal Website

¹ For examples, see Appendix A and Appendix B.

Feedback²

The customer service standard requires that a process be in place for receiving and responding to feedback about how you provide goods or services to people with disabilities.

Policy

The Corporation of the Township of Dubreuilville is committed to providing high quality services to all members of the public it serves. At *The Corporation of the Township of Dubreuilville* we regard feedback as "a gift" as it helps us to identify areas that require change and encourage continuous service improvements. Feedback from a member of the public about the delivery of services to persons with disabilities may be given by telephone, in person, in writing, in electronic format or through other methods.

Information about the feedback process is readily available to the public and notice of the process will be posted on *The Corporation of the Township of Dubreuilville* website and/or in other appropriate locations.

All feedback will be kept in strict confidence and used to improve customer service. In addition, the author of the feedback will be provided a prompt response, within 30 business days, in the format in which the feedback was received outlining actions deemed appropriate, if any.

Feedback will be reviewed at each staff meeting to review and monitor our progress. Should feedback include individual staff members, management will meet with staff member to discuss/remedy.

Feedback mechanisms:

- Print format Accessible Customer Service Questionnaire in waiting area available in large print.
- Online Accessible Customer Service questionnaire under "About Us" tab on *The Corporation of the Township of Dubreuilville* website.

² For an example, see Appendix C.

Training

The Accessible Customer Service Standards requires providers to train staff on how to provide customer service to people with disabilities. Training should help to dispel myths, misconceptions, stereotypes and fears about people with disabilities

Training must include:

- A review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- How to interact and communicate with people with various types of disability.
- How to interact with people with disabilities who use an assistive device, service animal or a support person.
- How to use the equipment or assistive devices available on your premises or that you otherwise provide that may help with the provision of goods or services to people with disabilities.
- What to do if a person with a particular type of disability is having difficulty accessing your goods or services.

Under the Act training must be provided to:

- Every person who deals with the public or other third parties on your behalf receives training, whether the person is an employee, agent, volunteer or otherwise.
- Every person who participates in developing your policies, practices and procedures governing the provision of goods or services to members of the public or other third parties is trained.
- New staff who deal with members of the public or other third parties or who participate in developing your policies, practices and procedures on the provision of goods or services to the public or other third parties in accordance with the training requirements set out in the standard. Provide the training as soon as is practicable after they are assigned applicable duties.
- Ongoing training in connection with any changes to your policies, practices and procedures governing the provision of goods or services to people with disabilities.

Policy

The Corporation of the Township of Dubreuilville will ensure that all staff who interact with our customers or create policy/procedures are trained as required by the Accessibility Standards for Customer Service. Ongoing training to ensure excellence in the way we serve our customers with disabilities will be conducted annually.

- Overall review to ensure and build on awareness of the purposes of the AODA.
- The specific requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07).
- Instruction on *The Corporation of the Township of Dubreuilville* Accessible Customer Service policies, procedures and practices pertaining to the provision of goods and services to persons with disabilities; and how to interact and communicate with persons with disabilities.
- What to do if a person with a particular type of disability is having difficulty accessing our services.
- How to interact with persons with disabilities who use assistive devices or who require the assistance of a support person or service animal.
- Information about the equipment or devices available on the premises of *The Corporation of the Township of Dubreuilville* that may help with the provision of services to persons with disabilities.
- Ongoing awareness sessions with other disability service providers to gain additional awareness and insight.

Timeline for Training

Training will be provided as a priority for new hires and included in new employee orientation package. New employees will be required to complete the Accessible Customer Service online training module "Serve-Ability" as part of new employee or volunteer orientation.

Ongoing training will be provided to all staff to ensure ongoing learning, development and employee engagement in providing exception service to our clientele.

Training will also be provided with any change to *The Corporation of the Township of Dubreuilville* policies, procedures and practices governing the provision of services to persons with disabilities.

Training Records

The Corporation of the Township of Dubreuilville will keep records of all Accessible Customer Service training, to include dates and content of training provided to each employee.

Provision of Accessible Customer Service to persons with disabilities will be reviewed with each staff member at all performance evaluations.

Notice of the Availability of Documents and Format of Documents

The Accessibility Standards for Customer Service requires all public organizations ensure customers are notified that the documents required under the Standard are "available upon request by posting the notice at a conspicuous place on the premises you own or operate, by posting it on your website or by another method that is reasonable in the circumstances".

The Standard also requires a copy be made available to anyone who asks in a format that considers their disability.

Policy

The Corporation of the Township of Dubreuilville will notify customers by posting notice of availability of documents in conspicuous place on our premises.

Our policy and procedures in providing documentation are:

- When providing a document to a person with a disability *The Corporation of the Township of Dubreuilville* will provide the document, or the information contained in the document, in a format that takes the person's disability into account. Staff is instructed to ask our customer if they require information/documentation in an alternative format.
- All forms, documents, and materials will include "Alternative formats available upon request".
- **As a work in progress**, all existing forms and documents will be made accessible in the following formats:
 - Large print
 - Audio
 - Web accessibility
 - All existing in-house forms that would be normally available for the public will be reviewed for "plain language" content and revised where necessary
 - Any future in-house forms that would normally be available for the public will be created with plain language

The Corporation of the Township of Dubreuilville uses many governmental documents and requests alternative formats of all documents when ordering materials from a Provincial or Federal program.

A copy of any of our documents is available to anyone who asks for them.

Modifications to this and future policies

The Corporation of the Township of Dubreuilville is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities.

Therefore, any changes made to this policy will consider the needs of people with disabilities.

Any policy of *The Corporation of the Township of Dubreuilville* that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Appendix A: Sample Document

Notice of Planned Service Disruption

There will be a scheduled service disruption at *(address)* (*indicate reason, e.g. electrical work is being carried out and our power will be turned off*) impacting the delivery of goods and services for customers **on (date)**.

The goods and services unavailable during this service disruption are:

1. *(Service/Event Name)* *(Floor)*
2. *(Service/Event Name)* *(Floor)*
3. *(Service/Event Name)* *(Floor)*
4. *(Service/Event Name)* *(Floor)*
5. *(Service/Event Name)* *(Floor)*

The services listed above can be accessed at the following time, date, location, or method:

1. *(Service/Event Name)* *(Location, Date, Time)*
2. *(Service/Event Name)* *(Location, Date, Time)*
3. *(Service/Event Name)* *(Location, Date, Time)*
4. *(Service/Event Name)* *(Location, Date, Time)*
5. *(Service/Event Name)* *(Location, Date, Time)*

We apologize for any inconvenience this disruption has caused.

Should you require additional information on the delivery of this service, please call our office at *(contact number)*.

Appendix B: Sample Document

Notice of Unplanned Service Disruption ~ The Corporation of the Township of Dubreuilville

Due to unforeseen circumstances, (*indicate reason where appropriate, e.g. weather conditions*) there is a service disruption at (*address*) impacting the delivery of goods and services for customers from (*time*).

The goods and services unavailable during this service disruption are:

1. (*Service*)
2. (*Service*)
3. (*Service*)
4. (*Service*)
5. (*Service*)

The services listed above can be accessed at the following time, date, location, or method:

- | | |
|----------------------------------|---------------------------------|
| 1. (<i>Service/Event Name</i>) | (<i>Location, Date, Time</i>) |
| 2. (<i>Service/Event Name</i>) | (<i>Location, Date, Time</i>) |
| 3. (<i>Service/Event Name</i>) | (<i>Location, Date, Time</i>) |
| 4. (<i>Service/Event Name</i>) | (<i>Location, Date, Time</i>) |
| 5. (<i>Service/Event Name</i>) | (<i>Location, Date, Time</i>) |

We apologize for any inconvenience this disruption has caused.

Should you require additional information on the delivery of this service, please call our office at (*contact number*).

Appendix C: Providing Goods and Services to People with Disabilities Feedback Form

Accessible Customer Service Feedback Form

Thank you for visiting *The Corporation of the Township of Dubreuilville*. We value all of our customers and strive to meet everyone's needs. Your feedback is important to us.

To help us better serve you by providing fully Accessible Customer Service, please complete our feedback form using this form or asking us for the form in alternative formats.

Did we respond to your customer service needs today? YES NO

Was our customer service provided to you in an accessible manner?

YES SOMEWHAT NO (please explain below)

Did you have any problems accessing our goods and services?

YES (please explain below) SOMEWHAT (please explain below) NO

Please add any other comments you may have:

Contact information (optional):

Thank you.

Corporation of the Township of Dubreuilville
23 Pins Street P0S 1B0
P.O. Box 367
Dubreuilville, ON
Tel.: 705-884-2340
Fax: 705-884-2626
township@dubreuilville.ca



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The Corporation of the Township of Dubreuilville Integrated Accessibility Standard Regulation *Policy*

Accessibility for Ontarians with Disabilities Act (AODA 2005)



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Accessibility for Ontarians with Disabilities Policy

The Integrated Accessibility Standard Regulation

Purpose:

Under the *Accessibility for Ontarians with Disabilities Act, 2005* all public and private sector organizations must meet the requirements of accessibility standards established by the Integrated Accessibility Standard Regulation (IASR). This policy establishes accessibility standards pertaining to the areas of Information and Communications, Employment, and Transportation for the Corporation of the Township of Dubreuilville in accordance with Ontario Regulation 191/11. This regulation came into force July 1, 2011.

Scope and Responsibility

This policy has been drafted in accordance with the Regulation and addresses how the Corporation of the Township of Dubreuilville achieves accessibility through meeting the Regulation's requirements. It provides the overall strategic direction that we will follow to provide accessibility supports to Ontarians with disabilities.

The requirements of the Regulation include:

- Establishment, implementation, maintenance and documentation of a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the Regulation;
- Incorporation of accessibility criteria and features when procuring or acquiring goods, services, or facilities;
- Training; and
- Other specific requirements under the Information and Communication, Employment and Transportation Standards.

The Integrated Accessibility Standard Regulation extends to all municipal employees, volunteer and third party who communicate with the public, all management and program staff who develop our policies and procedures, all volunteers and any third parties we may contract with.

Policy Statement

The Corporation of the Township of Dubreuilville is committed and guided by the four core principles of Dignity, Independence, Integration, Equality of Opportunity and supports the needs of persons as set out in the *Canadian Charter of Rights and Freedoms*, and the *Accessibility for Ontarians with Disabilities Act, 2005*. The Corporation of the Township of Dubreuilville shall use every effort to ensure that we meet the needs of people with disabilities, in a timely manner, through the implementation of this policy.

General Provisions

Establishment of Accessibility Policies

The Corporation of the Township of Dubreuilville shall develop, implement and maintain policies governing on how the Township will achieve accessibility requirements as referred to in the Accessibility for Ontarians for Disabilities Act 2005 (AODA).

Accessibility Plans

In following with our commitment the Corporation of the Township of Dubreuilville shall establish, implement, maintain and document a multi-year accessibility plan, which will outline our organization's strategy to prevent and remove barriers in meeting with AODA's requirements under Regulation 191/11;

The accessibility plan will be posted online on our website; and can be provided in an accessible format upon request. The accessibility plan will be reviewed and updated at least once every five years and will include consultation with persons with disabilities within the community;

The Corporation of the Township of Dubreuilville will provide Council with an annual status report on its progress of measures taken to implement the accessibility strategy; the status report shall also be posted on the Dubreuilville website, and can be provided in an accessible format upon request;

Procuring or Acquiring Goods, Services, Facilities and Kiosks

When procuring or acquiring goods, services, facilities or kiosks, the Township shall incorporate accessibility criteria and features, if it is practicable to do so. If it is not practicable, it shall provide upon request, an explanation.

Training

All Township employees, volunteers and third parties providing goods and services on the Townships behalf shall be required to undergo training on the requirements of the AODA accessibility standards and on the Human Rights Code as it pertains to persons with disabilities. The training provided shall be appropriate to the duties of the employee, volunteer or third party. Training shall take place as soon as is practicable and upon completion, the Township shall keep a record of the training provided including the dates on

which accessibility training took place. If any changes to the policy occurs, training will be provided.

Information and Communications Standards

The Township of Dubreuilville will create, provide and receive information and communications in ways that are accessible to people with disabilities.

If the Township of Dubreuilville determines that it is not technically feasible to convert the information or communications into an accessible format, the Township shall provide the person making the request with:

- An explanation as to why the information or communications are unconvertible; and
- A summary of the unconvertible information or communications.

Feedback

The Township shall ensure that feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.

The public will also be notified about the availability of accessible formats and communication supports.

Accessible formats and Communication Supports

The Corporation of the Township of Dubreuilville shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,

- In a timely manner that takes into account the person's accessibility needs due to disability; and
- At a cost that is no more than the regular cost charged to other persons.

The Township of Dubreuilville shall consult with the person making the request in determining the suitability of an accessible format or communication support

Emergency procedure, plans or public safety information

In the preparation of any public emergency procedures, plans or public safety information the Corporation of the Township of Dubreuilville will ensure that the information is provided in an accessible format or with appropriate communication supports, as soon as practicable and upon request.

Accessible websites and web content

Internet websites and web content controlled directly by the Township of Dubreuilville 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 Integrated Accessibility Standards Regulation.

Public library

The Public Library Board of Dubreuilville shall provide access to or arrange for the provision of access to accessible materials where they exist.

The Public Library Board of Dubreuilville shall make information about the availability of accessible materials publicly available and shall provide the information in an accessible format or with appropriate communication supports, upon request.

Employment Standards

The Employment Standard builds upon the existing requirements under the *Ontario Human Rights Code* in relation to how to accommodate individuals with disabilities throughout the job application process and the employment relationship. It applies in respect to employees and does not apply to volunteers and other non-paid individuals

Recruitment

During its recruitment process the Corporation of the Township of Dubreuilville will notify its employees and public about the availability of accommodations for applicants with disabilities. 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.

If a selected candidate requires accommodation, the Township shall consult with the candidate and provide accommodation that takes into account the candidates accessibility needs. When making offers of employment the Township shall notify all successful applicants of its policies for accommodating employees with disabilities.

Informing Employees of Supports

The Corporation of the Township of Dubreuilville will inform all of its employees on policies that support persons with disabilities including the accommodation of jobs that take into account an employee's needs due to a disability. This information will be provided to new employees as soon as practicable after they begin their employment. The Township shall provide updated information to its 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.

Accessible Formats and Communication Supports for Employees

Upon request from an employee with a disability, the Corporation of the Township of Dubreuilville 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 Township shall consult with the employee making the request in determining the suitability of an accessible format or communication support.

Workplace emergency response information

If an employee with a disability requires assistance in emergency situations, and when the Township is aware for the need of the accommodation of an employee with a disability, it shall provide individualized workplace emergency response information to that employee.

If an employee who receives individualized workplace emergency response information requires assistance, and upon the consent of the Township, the Township shall provide a designated employee to provide assistance to the said employee in emergency situations. The Township shall also review the individualized workplace emergency response information when;

- The employee moves to a different location in the organization
- Accommodation needs or plans are reviewed
- The Township reviews its general emergency response policies

Documented individual accommodation plans (IAP)

The Corporation of the Township of Dubreuilville shall develop written processes for the development and maintenance of documented individual accommodation plans for employees, if requested. The process for the development of documented individual accommodation plans shall include all of the following elements:

- The employee's participation in the development of the IAP;
- Assessment on an individual basis;
- Identification of accommodations to be provided;
- Timelines for the provision of accommodations;
- We may request an evaluation by medical or other expert, at our expense, to assist with determining accommodation and how to achieve accommodation;
- Employee may request the participation of a representative from their bargaining agent where represented, or otherwise a representative from the workplace where employee is not represented by a bargaining agent;
- Steps taken to protect the privacy of the employee's personal information;
- Frequency with which the IAP will be reviewed and updated and the manner in which it will be done;
- If denied, the reason for denial are to be provided to the employee;
- A format that takes into account the employee's disability.
- If requested, any information regarding accessible formats and communication supports provided;

- Identification of any other accommodations that is to be provided.

Return to work process

In the case of an event where an employee has been absent from work due to a disability, the Township shall develop and have in place a return to work process. The return to work process will include disability-related accommodations, steps in facilitating the return to work, and the use of documented individual accommodation plans

Performance Management, Career development and Redeployment

The Township 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.