



Township of Norwich POLICY MANUAL

Policy No.: Administration Policy No.: CAO/Clerk 2013-

Subject: AODA Integrated Accessibility Standards Regulation
Information and Communication Policy

Approval Date: November 22, 2013

Resolution No.:

Revision Date:

Resolution No.:

1. POLICY STATEMENT

The Township of Norwich is committed and guided by the four core principles of dignity, equal opportunity, integration, independence, and supports the full inclusions of persons as set out in the Canadian Charter of Rights and Freedoms, and the Accessibility for Ontarians with Disabilities Act, 2005.

2. PURPOSE OF POLICY

Under the Accessibility for Ontarians with Disabilities Act, 2005 all public and private sector organizations must meet the requirements of accessibility standards established by regulation. The Integrated Accessibility Standards Regulation includes three (3) standards: Information and Communication; Employment and Transportation. The Township of Norwich shall use every effort to ensure that we meet the information and communication needs of people with disabilities, in a timely manner, through the implementation of this policy.

3. SCOPE OF POLICY

This policy has been drafted in accordance with the Regulation and addresses how the Township of Norwich will achieve 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.

This policy shall apply to every person who deals with members of the public or their agents on behalf of the Township of Norwich, whether the person is a Council member; Board and Committees; an employee, volunteer or otherwise.

This policy will include:

- Definitions
- Establishments of Accessible Policies and Plans
- Procuring or Acquiring Goods and Services, or Facilities
- Training Requirements
- Information and Communication Standards
- Informing Employees of Supports
- Emergency Information
- Feedback
- Accessible Formats and Communication Supports for Employees
- Website Accessibility

4. DEFINITIONS

Accessible Formats – include but not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports – include but not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Conversion Ready – an electronic or digital format that facilitates conversion into an acceptable format.

Designated Public Sector Organization – refers to every municipality and every person or organization listed in Column 1 of Table 1 of *Ontario Regulation 146/10 (Public Bodies and Commission Public Bodies—Definitions)* made under the *Public Service of Ontario Act, 2006*.

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

Large Organization – an organization with 50 or more employees in Ontario.

Mobility Aid – a device used to facilitate the transport, in a seated posture, of a person with a disability.

Mobility Assistive Device – a cane, walker or similar aid.

Obligated Organization – Organizations may include workplaces, businesses or services. Refers to the Government of Ontario, the Legislative Assembly, a designated public sector organization, a large organization and a small organization to which the standards of this Regulation apply.

Performance Management – activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success.

Redeployment – 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 by the organization.

Support Person – in relation to a person with a disability, another person who accompanies the person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

Web Content - an organization's external website that is available to the public and contains a collection of related web pages, images, videos and other digital assets.

5. POLICY AND PROCEDURES

General Requirements

General requirements that apply across all of the three standards, *Information and Communications*, *Employment* and *Transportation* (*Employment and Transportation* is not applicable for the Township of Norwich), are outlined as follows:

Establishment of Accessibility Policies and Plans

The Township of Norwich will develop, implement and maintain policies governing how it will achieve accessibility through these requirements. The Township of Norwich is responsible for including a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. This should be achieved through documentation in the Township of Norwich's policies and making these documents publicly available, in an accessible format upon request.

The Township of Norwich will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the Integrated Accessibility Standards Regulation (IASR).

The Township of Norwich will post its accessibility plans on their website, and provide the plan in an accessible format upon request. The Township of Norwich will review and update its accessibility plan once every five (5) years and will establish, review and

update its accessibility plans in consultation with persons with disabilities or an advisory committee.

Annual status reports will be prepared to report on the progress of steps taken to implement the Township of Norwich's accessibility plan and post this status on its website. If requested, the report shall be created in an accessible format.

Procuring or Acquiring Goods and Services, or Facilities

The Township of Norwich will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impracticable to do so, in which case, an explanation will be provided.

Training Requirements

The Township of Norwich will provide training for its employees and volunteers regarding the Integrated Accessibility Standard Regulations and the Ontario *Human Rights Code*. Training will be provided for individuals who are responsible for developing the Township of Norwich's policies, and all other persons who provide goods, services or facilities on behalf of the municipality.

Training shall take place as soon as practicable and upon the completion the Township will keep a record of the training provided indicating who attended the training and date training took place. If any changes to the policy occur, training will be provided.

Information and Communications Standard

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

If the Township of Norwich determines that it is not technically feasible to convert the information or communications or the technology to convert the information or communication is not readily available, we will be obligated to provide the person that requires the information with an explanation as to why the information or communication is unconvertible. This will include a summary of unconvertible information or communication (i.e. table explaining what the table was about in summary form).

Informing Employees of Supports

The Corporation of the Township of Norwich 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.

Emergency Information

Where the Township of Norwich prepares emergency procedures, plans or public safety information and makes the information available to the public, we shall provide information in an accessible format or with appropriate communications support as soon as practicable, upon request.

Feedback

The Township of Norwich will have a process in place for receiving and responding to feedback and will ensure that those processes are provided in an accessible manner and with communication support, upon request. We will notify the public about the availability of accessible formats and communication supports.

Accessible Formats and Communication Supports for Employees

The Township of Norwich shall provide or arrange for accessible formats and communication supports for persons with disabilities:

- Upon request in a timely manner that takes into account a person's accessibility means.
- Costs no more than regular costs charged to others.
- Consult with the person making the request and determine suitability of an accessible format or communication supports.
- Notify the public about the availability of accessible formats and communication supports.

Website Accessibility

The Township of Norwich shall make their internet website and web content conform with Web Content Accessibility Guidelines (WCAG) 2.0., initially at Level A, and increasing to Level AA by January 1, 2014, any new web content will conform with WCAG 2.0 Level A. By January 1, 2021, all internet and web content will conform with WCAG 2.0 Level AA.

Administration

If you have any questions or concerns about this policy or its related procedures please contact:

- Kimberley Armstrong, Deputy Clerk
- 519-863-2709 ext. 226
- 210 Main Street East, PO Box 100, Otterville, ON, N0J 1R0
- karmstrong@twp.norwich.on.ca
- www.twp.norwich.on.ca

This policy and its related procedures will be reviewed as required in the event of legislative changes.

Referenced Documents

- Accessibility for Ontarians with Disabilities Act, 2005
http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm#BK19
- Integrated Accessibility Standards, Ontario Regulation 191/11
http://www.e-laws.gov.on.ca/html/source/regs/english/2011/elaws_src_regs_r11191_e.htm#BK0
- Ministry of Community and Social Services, *Making Ontario Accessible* (Access ON)
<http://www.mcsc.gov.on.ca/en/mcsc/programs/accessibility/index.aspx>
- Ontario Human Rights Code, 1990
http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90h19_e.htm