

**Policy Name: Integrated Accessibility Standards Policy**

Administrator: Manager, Community Projects, Community Services Group

Approval Date: December 2015

Effective Date: December 2015

Approval Authority: City Council

**1. Purpose and Application**

This policy is intended to provide the overarching framework to guide the review and development of the City of Kingston policies, standards, procedures, by-laws and guidelines to comply with the Integrated Accessibility Standards Regulation developed under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, C11 (the AODA).

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. This policy establishes the Integrated Accessibility Standards in the areas of Information and Communication, Employment and Transportation for the City of Kingston in accordance with Ontario Regulation 191/11.

This policy and its related procedures facilitate the identification, removal and prevention of barriers to people with disabilities to enable better access to municipal goods, services and facilities.

**2. Statement of Commitment**

The City of Kingston is committed and guided by the four core values of Teamwork, Respect, Integrity and Pride and supports the full inclusion of persons as set out in the *Canadian Charter of Rights and Freedoms*, and the *Accessibility for Ontarians with Disabilities Act, 2005*.

The City of Kingston shall ensure that the City meets the needs of people with disabilities, in a timely manner, through the implementation of this policy.

### 3. Application

This policy and its related procedures apply to the following, unless otherwise stated:

- All City employees, volunteers and any individual or organization that provides goods, services or facilities to the public or other third parties on behalf of the City, in accordance with the legislation.

### 4. 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 needs.

**City** is The Corporation of the City of Kingston, excluding boards and commissions.

**Communications** is the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

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

**Disability** means:

- 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 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.

**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.

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

**Taxicab** is a motor vehicle as defined in the Highway Traffic Act, other than a carpool vehicle, having a seating capacity of not more than six persons, exclusive of the driver, hired for one specific trip for the transportation exclusively of one person or group of persons, one fare or charge only being collected or made for the trip and that is licensed as a taxicab by a municipality.

**Web Content Accessibility Guidelines (WCAG)** means the World Wide Web Consortium Recommendation, dated December 2008, entitled “Web Content Accessibility Guidelines (WCAG) 2.0”

## **5. General Provisions**

### **a) Multi-Year Accessibility Plan**

The City of Kingston shall prepare a multi-year Accessibility Plan which will outline a phased-in strategy to prevent and remove barriers and addresses the current and future requirements of the AODA. The City of Kingston will report annually on the progress and implementation of the plan, post the information on the City website and will provide it in accessible formats upon request. The plan will be reviewed and updated at least once every five years.

### **b) Procuring or Acquiring Goods, Services or Facilities**

When procuring goods, services, self-service kiosks or facilities, the City shall incorporate accessibility criteria and features, unless it is not feasible (practicable). If not practicable, the City shall provide an explanation, upon request.

### **c) Self-Service Kiosk**

The City of Kingston shall have regard to accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.

### **d) Training**

The City will ensure that training is provided as required by the Integrated Accessibility Standards. The content of the training will include the requirements of the accessibility standards referred to in Ontario Regulation 191/11 and the *Human Rights Code* as it pertains to persons with disabilities. The training provided shall be appropriate to the duties of those being trained.

Training will be provided as soon as practicable, as well as on an ongoing basis if changes to this policy occur. The City will keep records of the training, including the date on which training is provided and the number of individuals to who it is 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”).

## **6. Information and Communication Standard**

### **a) Feedback on City Services**

The City has established a process for receiving and responding to feedback and will ensure that these processes are provided in accessible formats and with communication supports upon request. Members of the public may provide feedback through the City's website, through the ContactUs email address, by telephone at 613-546-0000 or in person.

### **b) Accessible Formats and Communication Supports**

Except as otherwise provided by the AODA, the City of Kingston shall, upon request, and in consultation with the person making the request, provide or make arrangements to provide 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 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 City 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:

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

### **c) Emergency Information**

When the City of Kingston prepares emergency procedures, plans or public safety information and makes the information available to the public, the information will be available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

### **d) Accessible Website and Web Content**

The City of Kingston shall make their internet website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 as required by the Integrated Accessibility Standard.

## **7. Employment Standards**

The City of Kingston is committed to fair and accessible employment practices.

The Employment Standards outline requirements for the accommodation of persons with disabilities during the recruitment process and throughout employment with the City.

### **a) Recruitment**

The City of Kingston shall notify employees and the public about the availability of accommodations for applicants with disabilities in its recruitment processes.

Specifically, the City shall:

- Notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used;
- If a selected applicant requests an accommodation, the City of Kingston shall consult with the applicant and provide or arrange for the provision of a suitable accommodation that takes into account the applicant's disability; and
- Notify successful applicants of the policies for accommodating employees with disabilities.

### **b) Employee Supports**

The City of Kingston will 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 City will 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.

### **c) Accessible Formats and Communication Supports for Employees**

Upon request by an employee with a disability, the City of Kingston will consult with the employee to provide or arrange for the provision of suitable accessible formats and communication supports for:

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

### **d) Workplace Emergency Response Information**

The City shall provide individualized workplace emergency response information to employees who have a disability if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation. The City shall

provide the information as soon as practicable after becoming aware of the need for accommodation.

If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the City shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.

The City shall review the individualized workplace emergency response information:

- when the employee moves to a different location in the organization;
- when overall accommodation needs or plans are reviewed; and
- when the employer reviews its general emergency response policies.

**e) Documented Individual Accommodation Plan**

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 communication supports. If requested, the plans shall include individualized workplace emergency response information.

**f) Return to Work Process**

The City 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 City shall take to facilitate the return to work.

**g) Performance Management and Career Development and Redeployment**

The City 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.

**8. Transportation Standard**

The Transportation Standard will make it easier for people to travel in Ontario, including persons with disabilities, older Ontarians and families traveling with children with strollers.

The City is committed to providing accessible transit services through conventional transit, in accordance with the *Integrated Accessibility Standards* (Ontario Regulation 191/11) under the AODA and, in particular, Part IV, Transportation Standards, of such Regulation. 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 City of Kingston will consult with the Municipal Accessibility Advisory Committee, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community, including the steps to meet the need. The City’s Accessibility Plan will include progress made by the municipality to meet the accessible taxi needs of the community.

**9. Design of Public Spaces Standard**

The City of Kingston is committed to designing public spaces that are free from barriers and accessible to all persons we serve. The City will comply with the Design of Public Spaces Standards with respect to public spaces that are newly constructed or redeveloped, including:

- Recreational trails and beach access routes;
- Outdoor public use eating areas;
- Outdoor play spaces;
- Exterior paths of travel;
- Accessible parking; and
- Obtaining services.

**10. Related Policies, Legislation and By-Laws**

Ontarians with Disabilities Act, 2001 (ODA)

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Integrated Accessibility Standards, Ont. Reg. 191/11

Design of Public Spaces Standards, Ont. Reg. 413/12

**11. Revision Schedule**

Date	Revision Details	Section Heading
January 2013	New	Not Applicable
2015-11-XX	Accessible Formatting & Additional Definitions & Clarifying Statements	Definitions, Purpose, Design of Public Spaces Standard