

The Corporation of the  
City of Timmins



Policies and Procedures

ACCESSIBILITY FOR ONTARIANS WITH  
DISABILITIES POLICY

Human Resources

Policy No: COT-HR-028-v09

## PURPOSE

The purpose of this policy is to ensure that the Corporation of the City of Timmins is in compliance with the Accessibility for Ontarians with Disabilities Act (AODA), 2005. The Corporation of the City of Timmins is committed to providing quality goods and services that are accessible to all persons served by the Municipality.

## DEFINITIONS

### Accessible Formats:

May include, but are not limited to, large print, plain language, recorded audio, or electronic, such as Word, PDF, Rich Text, or HTML formats, Braille, and other formats usable by persons with disabilities.

### Assistive Device:

A device used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations covered by the Customer Service Standard.

### Barrier(s):

Obstacles that keep people with disabilities from fully participating in all aspects of society because of their disability. Examples include attitude, technology, architectural/structural, information and communication, and systemic.

### City:

The Corporation of the City of Timmins, excluding boards and commissions.

### Communication support:

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

### **Conventional Transportation Service Provider:**

A designated public sector transportation organization that provides conventional transportation services.

### **Disability:**

- (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 coordination, 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.

### **Employment Life Cycle:**

Processes involved in designing a job, identifying the essential duties, recruiting and hiring a person to do the job, retention of the employee and termination.

### **Guide Dog:**

A guide dog as defined in Section 1 of the Blind Persons' Rights Act is a dog trained as a guide for a blind person and having qualifications prescribed by the regulations under the Blind Persons' Rights Act.

### **Mobility Aid:**

A device used to facilitate the transport, in a seated posture, of a person with a disability. Examples include, but are not limited to, wheelchairs, scooters, and walkers.

### **Mobility Assistive Aid:**

A cane, walker, or similar aid.

### **Municipal Goods, Services or Facilities:**

Goods, services or facilities provided by the City or an agent on behalf of the City.

### **Nurse:**

A Registered Nurse or Registered Practical Nurse who is a registered member in good standing with the College of Nurses of Ontario.

### **Physician:**

A physician who is a registered member, in good standing, with the College of Physicians and Surgeons of Ontario.

### **Service Animal:**

Any animal used by a person with a disability for reasons relating to the disability where it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or where the person provides a letter from a qualified medical professional confirming that he or she requires the animal for reasons relating to his or her disability; or a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

### **Specialized Transportation Service Provider:**

A designated public sector transportation organization that provides specialized transportation services.

### **Specialized Transportation Services:**

Public passenger transportation services that,

- Are provided by a designated public sector transportation organization.
- Are designed to transport persons with disabilities.

### **Third Party:**

A representative of a business or organization who is receiving municipal goods or services or acting in an official capacity. Examples include, but are not limited to, Provincial inspectors, vendors, or contractors.

### **Transit Bus:**

A motor vehicle designed for carrying 10 or more passengers, and used for the transportation of persons.

### **Support Person:**

A person who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care, or medical needs or with access to goods or services.

## **SCOPE**

This policy applies to all persons who deal with members of the public or other third parties on behalf of the City, whether the person does so as an employee, member of Council, agent, volunteer, student on placement, or otherwise and all persons who participate in developing the City's policies, practices and procedures governing the provision of goods and services to members of the public or other third parties.

## RESPONSIBILITIES

Employees shall adhere to the provisions of this policy.

Supervisors/Managers shall adhere to and ensure that they and their employees are aware and trained in the Accessibility for Ontarians with Disabilities Policy.

The Clerk's Department, in conjunction with the Human Resources Department, will be responsible for the overall administration of the Accessibility for Ontarians with Disabilities Policy.

The Chief Administrative Officer's responsibility is to ensure that the Accessibility for Ontarians with Disabilities Policy is adhered to at all times.

## PROCEDURE

The Accessibility for Ontarians with Disabilities Act, 2005 (the "AODA") is a Provincial Act with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises. There are five Standards Development regulations. They include: 1) Customer Service 2) Transportation 3) Information and Communications 4) Built Environment and 5) Employment. At the present time, this policy will cover the Customer Services component as well as the Integrated Accessibility Standards which includes the Transportation, Information and Communications and Employment Standards. This document will be revised as the Built Environment Standard and other applicable Provincial policy directives related to the AODA are released and approved into Regulation.

It should be noted that there may be additional Standard Operating Procedures, Practices, or Policies specific to various municipal Departments currently in effect, or to be instituted in the future, that may support this policy, or effect how this particular policy affects the municipality's obligation's under this policy.

### **1. ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE**

Under the AODA, Ontario Regulation 429/07 entitled "Accessibility Standards for Customer Service" came into force on January 1, 2008. That Regulation establishes accessibility standards specific to customer service for public sector organizations and other persons or organizations that provide goods and services to members of the public or other third parties.

The Accessibility Standards for Customer Service apply to the designated public sector organizations on and after January 1, 2010 and to other providers of goods or services on and after January 1, 2012.

This policy is drafted in accordance with the Accessibility Standards for Customer Service (Ontario Regulation 429/07) and addresses the following:

- The provision of goods and services to persons with disabilities;
- The use of assistive devices by persons with disabilities;
- The use of service animals by persons with disabilities;
- The use of support persons by persons with disabilities;
- Notice of temporary disruptions in services and facilities;
- Training;
- Customer feedback regarding the provision of goods and services to persons with disabilities; and
- Notice of availability and format of documents.

## **General Principles and Implementation**

### **a) The Provision of Goods and Services to Persons with Disabilities:**

The City of Timmins will use reasonable efforts, where possible, to ensure its policies, practices and procedures are consistent with the following principles:

- The City's goods and services are provided, and communicated, in a manner that respects the dignity and independence of persons with disabilities.
- The provision of the City's goods and services to persons with disabilities are integrated with those provided to persons who do not have disabilities unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from the City's goods or services and,
- Persons with disabilities are given an opportunity equal to that of persons without disabilities to obtain, use or benefit from the City's goods and services.

### **b) Service Animals:**

Persons with a disability may enter premises owned and operated by the City accompanied by a service animal and keep the animal with them if the public has access to such premises and the animal is not otherwise excluded by law i.e. Health Protection and Promotion Act, R.S.O. 1990, CHAPTER H.7. If the service animal is excluded by law from the premises, the City will look to other available measures to enable the person with a disability to obtain, use or benefit from the City's goods and services. The safety, care and protection of the community at large will take priority over any individual.

If it is not readily apparent the animal is a service animal, the City may ask the person with a disability for a letter from a qualified medical professional; or a certificate of training; or a valid identification card.

You should also never touch a service animal without asking the handler first, even when it is not working. Always remember to:

- Ask for permission to pet the service animal
- Talk to the person first and not the animal
- Do not distract the animal
- Do not pet, call to or feed the service animal
- Do not hit, kick, or bother the service animal in any way
- Be respectful of the animal's space and know that the animal has a job to do

It should be noted it is the responsibility of the person with a disability to ensure his/her service animal is kept in control at all times.

**c) Support Persons:**

If a person with a disability is accompanied by a support person, they are permitted to enter the premises together and are not prevented from having access to each other while on the premises.

The City may require a person with a disability to be accompanied by a support person while on its premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

Where fees for services requiring access by the person with a disability to City facilities are advertised or promoted by the City, unless otherwise communicated in advance, there will be no fee charged to a support person accompanying the person with a disability. The City may ask, at the time of purchase, the person with the disability for a letter from a qualified medical professional confirming the person requires a support person for reasons related to his/her disability. If documentation is required, the City will take all necessary precautions to keep the information private and confidential.

**d) Notice of Temporary Disruptions in Services and Facilities:**

Temporary disruptions in City services or facilities may occur due to reasons that may or may not be within the City's control or knowledge.

The City will make reasonable effort to provide notice of the disruption to the public, including information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, which may be available.

If the disruption is anticipated, the City will provide a reasonable amount of advance notice of the disruption. The City will provide notice by any method that may be reasonable under the circumstances as soon as reasonably possible, including, but not limited to: City's website ([www.timmins.ca](http://www.timmins.ca)), site specific postings, radio, telephone messaging, etc...

**e) Feedback Process:**

Feedback from the public is welcomed as it may identify areas that require change and encourage continuous service improvement.

The public and/or employees can provide feedback to the City on the delivery of goods and services to persons with disabilities:

- (a) by mail addressed to: **Clerk's Department**  
220 Algonquin Boulevard East  
Timmins, ON P4N 1B3
- (b) by phone at telephone **705-264-1331**
- (c) in person at: City Hall  
220 Algonquin Boulevard East  
Timmins, ON P4N 1B3
- (d) or by email at: [accessibility@timmins.ca](mailto:accessibility@timmins.ca)

A member of the public and / or employees must provide, through the above-noted communication methods, their name, address and daytime telephone number to ensure proper and timely feedback. The City will strive to provide responses to feedback within Five (5) business days from its receipt. Information about the feedback process will be posted on the City's website ([www.timmins.ca](http://www.timmins.ca)) and/or in other appropriate locations.

**f) Assistive Devices:**

A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from the City's goods and services. Exceptions may occur in situations where the City has determined 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 City may offer a person with a disability other reasonable measures of assistance in obtaining, using and benefiting from the City's goods and services, where the City has such other measures available.

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

**g) Training:**

All City employees, volunteers, agents, contractors and others who deal with the public on behalf of the City and those involved in developing customer service policies, practices, and procedures, will receive Accessibility Awareness Training. Training will be provided as soon as practicable upon the individual being assigned the applicable duties as well as on an ongoing basis as changes occur to the City's policies, procedures and practices governing the provision of goods or services to persons with disabilities.

The amount and format of training given will be tailored to suit each person's interactions with the public and his/her involvement in the development of policies, procedures and practices pertaining to the provision of goods and services. Contractors and agents providing services on behalf of the City to the public will be required to receive the appropriate training.

The City (Human Resources) will keep records of the training, including the date on which training is provided and the number of individuals to whom it is provided. Furthermore, the City will add Customer Service Standard training Matrices and Training Calendar. 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").

Accessibility Awareness Training will include the following elements:

- (a) How to provide goods and services in a manner that respects the dignity and independence of persons with disabilities;
- (b) How to interact and communicate with persons in a manner that takes into account their disabilities;
- (c) The process for people to provide feedback to the City about its provision of goods and services to persons with disabilities, and how the City responds to the feedback and takes action on any complaint;
- (d) How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person to access goods and services;
- (e) Information on other City policies, practices, and procedures relating to the AODA;
- (f) A review of the purposes of the AODA and the requirements of the customer service standard;
- (g) How to use equipment or devices available on City premises or provided by the City that may help with the provision of goods and services; and
- (h) What to do if a person with a disability is having difficulty accessing City's goods and services.

#### Availability and Format of Documents Required by the Accessibility Standards for Customer Service (Ontario Regulation 429/07)

All documents required by the Accessibility Standards for Customer Service, including the City's Accessible Customer Service policies, procedures and practices, notices of temporary disruptions, feedback forms and feedback process are available upon request. When providing a document to a person with a disability, the City will provide the document, or the information contained in the document, in a format that takes the person's disability into account.

#### **Notice of the Availability of Documents**

Notice of the availability of all documents required by the Accessibility Standards for Customer Service will be posted on the City's website, and available through the Clerk's Department. Notice of availability will be set out in accordance to the issuance of the Standards as set out under the Accessibility for Ontarians with Disabilities Act.



## **2. INTEGRATED ACCESSIBILITY STANDARDS**

### **a) Information and Communications**

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

Upon request, the City of Timmins will provide, or arrange for the provision of, accessible formats or communication supports for persons with disabilities.

These accessible formats and communication supports will be provided in a timely manner and in a way that takes into account the individual's accessibility needs due to disability. The City of Timmins will consult with the person making the request to determine the suitability of an accessible format or communication support. Such accessible documents and communication supports will be provided at a cost no greater than the regular cost charged to others.

The City of Timmins will notify the public about the availability of accessible formats and communication supports, upon request, by including a notice on its website and on many of the documents produced by the City. If a document, or portions of a document, cannot be converted into an accessible format, the City will provide an explanation or summary of such information in an accessible format.

#### **Emergency Procedure, Plan or Public Safety Information**

The City of Timmins will, upon request, provide emergency procedure, plan and public safety information in an accessible format or with communication support, as soon as practicable.

#### **Accessible Websites and Web Content**

The City of Timmins will ensure that its external Internet websites and web content published on or after January 1, 2012, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasingly to Level AA, except where it is not practicable. This applies to websites, web content and web-based applications that the City controls directly or through a contractual relationship that allows for modification.

To comply with the Information and Communication Standard requirements of the IASR, with compliance dates from 2012 to 2021, the City will create, provide and receive information and communications in ways that are accessible for people with disabilities.

### **b) Employment**

#### **Recruitment, Assessment and Selection**

The City of Timmins is committed to equal consideration of candidates during the recruitment, assessment, and selection process. Job applicants, including the public and current City employees, will be notified of the availability of accommodations for persons with disabilities in its application process.

Individuals selected to participate in assessment or selection processes, such as an interview or testing, will be notified of the availability of accommodations, upon request, during such an assessment or selection process. In cases where accommodations due to disability are requested, the City of Timmins will consult with the individual and provide or arrange for suitable accommodations in a manner that takes into account the applicant's disability needs. Accommodations will be provided with respect to the materials or processes used in recruitment.

When making offers of employment, the City of Timmins will notify the successful applicant of its policies for accommodating employees with disabilities.

### **Informing Employees of Supports**

The City of Timmins will inform employees of its policies, and any updates to such policies, used to support employees with disabilities. The City will provide this information to new employees as soon as practicable after commencing employment. This includes policies on providing job accommodations that take into account the employee's accessibility needs due to disability.

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

The City of Timmins will, when requested by an employee with a disability, consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is required in order to perform the job, as well as information that is generally available to employees in the workplace. The City of Timmins will consult with the employee making the request in determining the suitability of an accessible format or communication support.

### **Workplace Emergency Response Information**

The City of Timmins is committed to ensuring the safety of its employees. Individualized workplace emergency response information will be provided to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the employee's need. This information will be provided as soon as practicable after the City becomes aware of the need for accommodation.

When an employee requires assistance in an emergency, the City of Timmins will, with the employee's consent, provide such information to the person designated by the City to provide assistance.

The City of Timmins will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodation needs and plans are reviewed, and when the City reviews its general emergency policies.

### **Documented Individual Accommodation Plans**

The City of Timmins will develop a written process for the development of documented individual accommodation plans for employees with disabilities. The individual accommodation plan will include:

- If requested, any information regarding accessible formats and communication supports provided to the employee;

- If required, individualized workplace emergency response information; and
- Any other accommodations that are to be provided.

### **Return to Work Process**

The City of Timmins will maintain its documented return to work process for employees with a disability and who require disability-related accommodation in order to return to work.

The City's return to work process will outline the steps the City will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return to work process will not replace or override any other return to work process created by or under any other statute (i.e., the Workplace Safety Insurance Act, 1997)

### **Performance Management, Career Development and Advancement, and Redeployment**

The City of Timmins will take into account the accessibility needs of employees with disabilities and any individual accommodation plans when providing any performance management, career development, and advancement. When redeploying employees (reassigning employees to other departments or jobs within the City of Timmins as an alternative to layoff when a particular job or department has been eliminated), the City will also take into account the employee's accessibility needs due to disability and any individual accommodation plan.

To comply with the Employment Standard requirements of the IASR, with compliance dates from 2012 to 2014, the City will identify, prevent and remove barriers across the employment life cycle for people with disabilities.

## **c) Transportation**

### **Availability of Information on Accessibility Equipment**

The City shall provide information on the accessibility features of its conventional and specialized transit services, and shall make this information available in an accessible format upon request.

### **Non-Functional Accessibility Equipment**

In the event of non-functioning accessibility equipment on any of its vehicles, the City shall provide an equivalent service to customers who rely on the accessibility equipment and service. The City shall repair the accessibility equipment in a timely manner.

### **Accessibility Training**

The City will provide accessibility training to all conventional and specialized transit personnel. All training initiatives shall include:

- (a) The safe use of accessibility equipment and features

- (b) Acceptable modifications to procedures in situations where temporary barriers exist or accessibility equipment on a vehicle fails
- (c) Public transit emergency response procedures that provide for the safety of persons with disabilities

## **Public Transit Emergency Preparedness and Response Policies**

The City shall develop and implement emergency preparedness and response policies, for its conventional and specialized transit services, that provide for the safety of persons with disabilities, and shall make these policies available to the public.

### **Fares: Support Persons**

The City shall not, at any time, require support persons to pay a fare when providing assistance to a person with a disability while traveling on its conventional or specialized transit. It is the responsibility of the person with a disability to identify their need for a support person while utilizing the City's transit services.

## **Conventional Transit Services**

### **General Requirements**

When providing conventional transit services, the City shall ensure the following services are being offered, upon request, and that information, related to these services, is available, in an accessible format, upon request.

- Deploy lifting devices, ramps or portable bridge plates upon the request of a person with a disability
- Ensure that adequate time is provided to persons with disabilities to safely board, be secured and de-board transportation vehicles and that assistance be provided, upon request, for these activities
- Allow a person with a disability to travel with a medical aid free of charge

### **Fares**

At no time shall the City require persons with disabilities, using conventional transit services, to pay a higher fare than persons without disabilities.

### **Transit Stops**

The City shall ensure that persons with disabilities can board and de-board its conventional transit vehicles in a safe location, other than the designated transit stop, if the designated stop is deemed to be inaccessible, and the safe location is on the same route. When identifying a safe location, the City shall take into consideration the preferences provided by persons with disabilities. The City shall develop a process for promptly reporting, to a designated authority, when a transit stop is temporarily inaccessible or when a temporary barrier exists.

## **Storage of Mobility Aids**

The City shall ensure that all mobility aids and mobility assistive devices are safely secured onboard its conventional transit vehicles.

## **Courtesy Seating**

The City shall ensure that clearly marked courtesy seating for persons with disabilities is available on all of its conventional transit vehicles. This seating shall be located in close proximity to the front entrance, and be identifiable through accessible signage.

## **Service Disruptions**

In the event of a temporary service or route disruption, when the commencement of the disruption is known, the City shall inform the public of the disruption, route detours, and communicate alternate accessible transportation services available.

## **Pre-boarding Announcements**

The City shall, upon request, provide verbal pre-boarding announcements of routes, directions, destination, and next major intersection.

## **On-board Announcements**

The City shall provide electronic audible and verbal announcements, on all of its conventional transit vehicles, of all destination points or available route stops, while the vehicle is on route, or being operated.

## **Conventional Transit Technical Requirements**

In accordance with sections 53-61 of the Integrated Accessibility Standards, the City shall adhere to the technical requirements related to:

- Grab bars
- Floor and carpeted surfaces
- Allocated mobility aid spaces
- Stop-requests and emergency response controls
- Lighting features
- Signage
- Lifting devices
- Steps
- Indicators and alarms

## **Eligibility Application Process**

The City shall develop an application process for determining eligibility for its specialized transit services. This process shall include criteria for applying on emergency or compassionate grounds, be reviewed on an annual basis, and shall not charge a fee for persons with disabilities applying to use this service.

## **Fare Parity**

The City shall ensure that the same pay structure is being used for both conventional and specialized transit services. Furthermore, the City shall ensure that the same payment options are available for both conventional and specialized transit services.

## **Visitors**

The City shall incorporate criteria, related to visitors, into its eligibility process for specialized transit services, and provide this service to visitors if the visitor provides proof that they are eligible for specialized transit services within the jurisdiction for which they reside, or meet the eligibility criteria established by the City of Timmins.

## **Hours of Service**

The City shall ensure that its specialized transit services has, at a minimum, the same hours and days of operation as its conventional transit services.

## **Bookings**

The City shall establish a process for accepting reservation bookings for its specialized transit services, and shall develop a method of accepting bookings that takes into consideration, and accommodates, the needs of persons with disabilities.

## **Trip Restrictions**

The City shall not, at any time, restrict the availability of its specialized transit services to persons with disabilities by limiting the number of trips a person with a disability can request, or implement any policies or procedures that restrict the availability of its specialized transit services.

## **Service Delays**

The City shall, when accepting reservation bookings, inform the person with a disability of any known service delays, and shall do so in an accessible method that takes into account the needs of the person.

## Companions and Children

The City shall allow companions of persons with disabilities to travel with the person, if space is available or does not deny service to another person with a disability, on its specialized transit services. Similarly, the City shall allow children of the person with a disability to travel with the person if appropriate child safety restraints, if required, are available.

## Training for Accessibility Standards

The City of Timmins shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the *Human Rights Code* as it pertains to persons with disabilities.

## DOCUMENTS

- Accessibility for Ontarians with Disabilities Act, 2005
- Blind Persons' Rights Act, 1990
- Code of Conduct Policy COT-HR-002
- Communication Policy COT-HR-003
- Customer Services Policy COT-HR-007
- Documents Required by the Accessibility Standards for Customer Service (Ontario Regulation 429/07)
- Early and Safe Return to Work Policy COT-HS-003
- Emergency Response Policy COT-HS-004
- Food Safety and Quality Act, 2001
- Hiring Policy COT-HR-014
- Health Protection and Promotion Act, 1990
- Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)
- Ontario Human Rights Code
- Other Accessibility Standards as approved into Regulation
- Other relevant Municipal By-Laws
- Reasonable Accommodation Policy COT-HR-023
- Workplace Safety and Insurance Act, 1997.
- **Accessibility Documentation on the Intranet: <http://intranet/accessibility/>**

## FORMS

- Notice of Disruption Form COT-HR-028-f01
- Customer Satisfaction Feedback Form COT-HR-028-f02

## SUMMARY INFORMATION

**Policy Name:** Accessibility for Ontarians with Disabilities Policy  
**Issue Date:** June 26, 2009  
**Last Revision Date:** March 26, 2021  
**Next Review Date:** Annually in January of every year

**Approved by:**

**Approval Date:**



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Chief Administrative Officer

13.04.21