

 CITY OF ST. CATHARINES	Chief Administrative Office – Accessibility			
	SUBJECT:	Integrated Accessibility Standard Policy	POLICY #:	ACC-2012-01
	APPROVED BY DIRECTOR:			
	ISSUE DATE:	2012-12-17	REVISION DATE:	
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1. Statement of Organizational Commitment

The Corporation of the City of St. Catharines (herein after the “City”) is committed to developing, implementing, maintaining, and enhancing accessibility as set out under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its Standards for people with a disability, in a manner that:

- Reflects the principles of dignity and independence;
- Seeks to provide integrated services; and
- Provides opportunity equitable to others to obtain, use and benefit from its goods or services.

2. Purpose

The purpose of this policy is to set out the requirements of the AODA, Integrated Accessibility Standard Regulation (IASR) Ontario Regulation 191/11 which reflects a number of accessibility standards that organizations across Ontario, including the City, are required to comply with.

This document has been organized into the following sections:

- Part I – General Requirements; Accessibility Plans, Procurement and Training
- Part II – Accessible Information and Communications Standards
- Part III – Accessible Employment Standards
- Part IV – Transportation Standards
- Part V – future amendments to the IASR

This policy is not intended to replace or supersede City’s Accessible Customer Service Policy (ACAO-01-09) that was approved by Council on March 30, 2009.

The requirements set out in this policy and the IASR are not a replacement or a substitution for the requirements established under the *Human Rights Code* nor do the standards or policy limit any obligations owed to persons with disabilities under any other legislation.

Terms are as defined by the AODA and its Standards and are referred to herein with that intent and contained at the end of this policy as reference.

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3. Scope and Responsibility

This policy applies to all City of St. Catharines employees; fulltime, part-time, volunteers as well as other third parties acting on behalf of the City for the provision of goods, services, programs and facilities.

4. Policy Principles and Requirements

Part I: General Requirements

4.1 Accessibility Plans

The City will establish, implement, maintain and document a multi-year accessibility plan starting in 2013 that outlines its strategy to prevent and remove barriers and meets its requirements under the IASR.

The multi-year accessibility plan will be:

- posted on the City’s website and be provided in an accessible format, upon request, as soon as is practicable.
- reviewed and updated at least once every five years
- established, reviewed and updated in consultation with persons with disabilities and the St. Catharines’ Mayor’s Advisory Committee on Accessibility (MACOA)

The City will:

- prepare an annual status report on the progress of measures taken to implement the multi-year accessibility plan
- post the status report on its website and provide the report in an accessible format, upon request, as soon as is practicable.

4.2 Procurement

When procuring or acquiring 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.

4.3 Training

As required by the IASR, the City shall ensure that the following persons are provided training on (1) the requirements of the accessibility standards referred to in

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the IASR and (2) on the *Human Rights Code*, as it pertains to persons with disabilities:

- all employees and volunteers;
- all persons who participate in developing the organization’s policies; and,

All other persons or third parties who provide goods, services or facilities on behalf of the organization shall continue to be trained or meet their obligations as part of the City’s procurement process.

The training on the requirements of the IASR and the *Human Rights Code* shall be appropriate to the duties of the employees, volunteers and other persons. Record of the training provided including the dates shall be kept of employees by the Human Resources Department.

Part II: Information and Communication Requirements

4.4 Feedback

Further to the City’s Accessible Customer Service Policy (ACAO-01-09, Section 3.8) whereby it notifies the public of various formats and methods of communications, that it also, upon request, can provide accessible formats and communication supports when receiving and responding to feedback.

4.5 Accessible Formats

The City will:

- notify the public about the availability of accessible formats and communication supports
- 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;
 - by consulting with the person making the request to determine the suitability of an accessible format or communication support; and,
 - at a cost that is no more than the regular cost charged to other persons.

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Exceptions, the IASR does not apply to the following:

- product and product labels
- unconvertible information or communications
- information that the City does not control directly or indirectly through a contractual relationship

If the City determines that information or communications are unconvertible, the City shall provide the person requesting the information or communication with an explanation as to why the information or communications are unconvertible and a summary of the unconvertible information or communications. Information or communications are unconvertible if, it is not technically feasible to convert the information or communications; or the technology to convert the information or communications is not readily available.

4.6 Emergency Information

The City shall provide publicly available emergency procedures, plans or public safety information in an accessible format or with appropriate communication supports, upon request, as soon as practicable.

4.7 Website Accessibility

The City shall make their internet website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 initially at Level A and increasing to Level AA. By January 1, 2014, any new web content shall conform to WCAG 2.0 Level A. By January 1, 2021 all internet website and web content shall conform to WCAG 2.0 Level AA (exceptions; Captions (live), Audio Descriptions (pre-recorded)).

4.8 Public Library

Public Library Boards;

- Shall provide access to or arrange for the provision of access to accessible materials where they exist;

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- Shall make information about the availability of accessible materials publicly available and shall provide information in accessible format or with appropriate communication supports, upon request;
- May provide accessible formats for archival materials, special collections and rare books.

Part III: Employment

4.9 Scope and Interpretation

The Accessible Employment Standard applies to paid employees and does not apply to volunteers and other unpaid individuals.

4.10 Recruitment and Notification

The City shall notify;

- Employees and the public about the availability of accommodation for applicants with disabilities during the assessment or selection process
- Job applicants selected to participate in an assessment or selection process relating to the materials or processes to be used that;
 - accommodations are available upon request
 - accommodations will take into consideration the applicants disability
 - accommodations will be based on consultation between the employer and applicant
- Successful applicants of City policies and any other additional supports pertaining to the accommodation of employees with disabilities

4.11 Employee; Accessible Formats and Supports

The City will provide or arrange for the provision of accessible formats and communication job supports, upon request.

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4.12 Employee; Workplace Emergency Information

The City will provide individualized workplace emergency response information to employees who have a disability, upon request.

4.13 Accommodation Plans

The City will develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.

4.14 Return to Work

The City will develop and have in place a return to work process for employees who have been absent due to a disability and require disability-related accommodations in order to return to work.

4.15 Performance Management, Career development, Redeployment

The City's performance management will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans.

The City's career development/advancement or redeployment will take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans.

ADD prov. timeline