



## The Corporation of the Town of Spanish Accessibility Policy (December/09)

### 1.0 PURPOSE:

- 1.1 The Town of Spanish is committed to being responsive to the needs of all its residents and visitors. To do this, we must recognize the diverse needs of all of our residents and visitors by striving to provide services and facilities that are accessible to all. As a provider of goods and services, the Town of Spanish is committed to ensuring its goods and services are provided in an accessible manner.
- 1.2 The Town of Spanish will promote accessibility through the development of policies, procedures and practices and by ensuring they consider people with disabilities. To do this we will make reasonable efforts to ensure the policies, procedures and practices address **integration, independence, dignity and equal opportunity**.

### 2.0 PRINCIPLES:

Reasonable efforts will be made to ensure the following:

- 2.1 That goods and services be provided in a manner that respects the dignity and independence of persons with disabilities.
- 2.2 The provision of goods and services to persons with disabilities will be integrated unless an alternate measure is necessary, whether temporarily or permanently, to enable a person with a disability to obtain, use or benefit from the goods and services.
- 2.3 Persons with disabilities will be given an equal opportunity to obtain, use and benefit from the goods and services.

### 3.0 DEFINITIONS:

#### 3.1 **Person with Disabilities**

For the purpose of this policy 'disability' is defined according to the *Accessibility for Ontarian with Disabilities Act, 2005* as:

- (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, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, physical reliance on a guide dog or other animal or on wheelchair or other remedial appliance or device,

- (ii) a condition of mental impairment or developmental disability,
- (iii) 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*.

### 3.2 **Service Animals**

For the purpose of this policy, a 'service animal' is defined as either:

- (i) A "guide dog," as defined in Section 1 of the *Blind Persons Rights' Act*; or
- (ii) A "service animal" for a person with a disability. For the purpose of this policy, an animal is a service animal for a person with a disability,
  - (a) If it is readily apparent that the animal is used by the person for the reasons relating to his or her disability; or
  - (b) If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability

### 3.3 **Support Person**

For the purpose of this policy, a support person is defined as another person who accompanies a person with a disability in order to help him or her with communication, mobility, personal care or medical needs or what access to goods or services.

## 4.0 **SCOPE:**

- 4.1 Applies to all departments, divisions, or sections within the Town.
- 4.2 Applies to all employees
- 4.3 Applies to all volunteers and contractors who interact with the public on behalf of the Town.

## 5.0 PROCEDURES AND PRACTICES:

Departmental procedures and practices will strive to reflect or achieve the following:

- 5.1 Communications will be considered in a manner that takes into consideration a person's disability.
- 5.2 Staff, volunteers and contractors who interact with the public or who are involved in the development of policies, practices and procedures regarding the provision of goods or services for the Town will receive appropriate training.
- 5.3 Persons with disabilities accompanied by a guide dog or service animal will be permitted in those areas of the premises owned or operated by the Town that are typically open to the public unless the animal is otherwise excluded by law.
- 5.4 Persons with disabilities accompanied by a support person will be permitted to be accompanied by that support person in premises normally open to the public.
- 5.5 If an amount is payable by a person for admission to the premises or in connection with a person's presence at the premises, the Town will ensure that notice is given in advance about the amount, if any, payable in respect to the support person.
- 5.6 Notice will be provided when facilities or services that people with disabilities rely on to access the Town's services are temporarily disrupted.
- 5.7 The Town will establish a feedback process to allow people to provide feedback on whether the Town is providing accessible goods and services.
- 5.8 The Town acknowledges that persons with disabilities may elect to use their own personal assistive devices to obtain, use or benefit from the services offered by the Town.

## 6.0 FEEDBACK PROCESS:

- 6.1 Should a member of the public wish to make a complaint regarding the accessible provision of goods or services they have received:
  - (i) The member of the public can advise the Town of their complaint or concern through any of the following means:
    - (a) Send an e-mail outlining the nature of the complaint or concern to the following e-mail address: [info@town.spanish.on.ca](mailto:info@town.spanish.on.ca)
    - (b) Contact by telephone the Chief Administrative Officer (CAO) or designate responsible for delivering the goods or services for which there is a complaint or comment;

- (c) Attend the office and meet the CAO or designate responsible for delivering the goods or services for which there is a complaint or comment;
- (ii) A response will be provided to anyone providing a complaint or comment regarding the provision of accessible goods and services, in the same manner as the complaint or comment was received, within 30 days.
- (iii) If deemed appropriate, a complaint or comment regarding the provision of accessible goods and services may be directed to CAO for recommendations on how to address the complaint or comment.
- (iv) If the CAO is unable to provide a satisfactory resolution to the complaint, the complainant has the option of presenting the complaint to the Town Council for final disposition.

## 7.0 SERVICE DISRUPTION

- 7.1 If, in order to obtain, use or benefit from the Town's goods or services, persons with disabilities usually use particular facilities or services (for example, automatic access doors) and if there is a planned temporary disruption in those facilities or services in whole or in part, the Town shall make provisions to personally assist those in need of access.
- 7.2 In the event of an unplanned service disruption, notice will be given as soon as feasibly possible in an appropriate manner.

## 8.0 FORMAT OF DOCUMENTS:

- 8.1 Should the Town be requested to provide a copy of a document to a person with a disability, the Town shall give the person the document, or the information contained in the document, in a format that takes into account, as much as possible, the person's disability.
- 8.2 Material printed in-house and publications produced on behalf of the Town should contain a note indicating "alternate formats are available upon request" and include relevant contact information.
- 8.3 The Town will consult the person requesting the document to determine what an accessible alternate format of the document of information would be, in accordance with the provisions of this policy.
- 8.4 The time frame attached to the conversion process varies depending on the media chosen, the size, complexity, quality of source documents and number of documents to be converted. Documents shall be returned in a timely manner depending on the factors previously noted.

- 8.5 Conversion shall be processed in-house wherever possible. When a member of the public requests a Town's document, or portion thereof, in an alternate format, the department of origin shall be responsible for the cost of the conversion, materials and distribution, not the public requestor.
- 8.6 In-house printing, where possible, should adhere to the CNIB's Clear Print Standards or any subsequent accessible information and communication policies.

9.0 TRAINING:

- 9.1 The Town shall ensure that the following persons are trained on the policies, practices and procedures establishing the accessible provision of its goods and services to persons with disabilities:
- (i) Every person who deals with members of the public or other third parties on behalf of the Town, whether the person does so as an employee, agent, volunteer or otherwise.
  - (ii) Every person who participates in developing the Town's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.
- 9.2 This training will include a review of the purposes of the *Accessibility for Ontarians with Disabilities Act (AODA)* and the requirements of this policy and instruction about the following matters:
- (i) How to interact and communicate with persons with various types of disabilities, as outlined in this policy and associated practices and procedures.
  - (ii) How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person, as outline in this policy and associated practices and procedures.
  - (iii) How to use equipment or devices available on premises owned or leased by the Town otherwise provided by the Town that may help with the provision of goods or services to a person with a disability.
  - (iv) What to do if a person with a disability is having difficulty accessing goods or services provided by the Town.
- 9.3 The Town will log and maintain records which will record the details of the training provided, as well as the name of the person, location, and date the training was completed.

10.0 ASSISTIVE DEVICES:

- 10.1 The Town acknowledges that persons with disabilities may elect to use their own personal assistive devices to obtain, use or benefit from the goods and services offered by the Town.
- 10.2 Should a person with a disability be unable to access the Town's goods and services through the use of their own personal assistive device, the Town will ensure the following measures:
- (i) Determine if the provision of the good or service is inaccessible, based upon the individual's requirements.
  - (ii) Assess potential accessible service delivery options to meet the needs of the individual.
  - (iii) Notify the person with a disability of an alternative method of providing the goods or service and how they can access the alternative, temporarily or on a permanent basis.