



Corporate Policy & Procedure Manual

Index Number: A09-ADM-04

Subject: Integrated Accessibility Standards Regulation

(IASR) Policy Page 1 of 18

Effective Date: January 1, 2014

Revised Date: October 19, 2016

Policy: The County of Frontenac is committed to treating all people in a way that allows them to maintain their dignity and independence. Through accessibility planning and policies, and in consultation with the Frontenac Joint Accessibility Advisory Committee, the County of Frontenac shall ensure that the County meets the needs of people with disabilities in a timely manner through the implementation of this policy.

Objective: To ensure the implementation of accessibility policies that are compliant with the Integrated Accessibility Standards Regulation under the *Accessibility for Ontarians with Disabilities Act, 2005*, which takes into account the principles of dignity, independence, integration and equal opportunity.

Definitions: In this policy, the following meanings apply:

- a) **“Accessible Formats”**: includes, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities;
- b) **“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;
- c) **“County”** is defined as the Corporation of the County of Frontenac;
- d) **“Communication Supports”** includes, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications;
- e) **“Disability”** as defined under the *Accessibility for Ontarians with Disabilities Act, 2005* includes:



Corporate Policy & Procedure Manual

Index Number: A09-ADM-04

Subject: Integrated Accessibility Standards Regulation

(IASR) Policy Page 2 of 18

Effective Date: January 1, 2014

Revised Date: October 19, 2016

- 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.
- f) **“Information”** includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning;
- g) **“Self-Service 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.
- h) **“Third Party”** means a representative of a business or organization who is receiving County of Frontenac goods or services or acting in an official capacity.



Corporate Policy & Procedure Manual

Index Number: A09-ADM-04

Subject: Integrated Accessibility Standards Regulation

(IASR) Policy Page 3 of 18

Effective Date: January 1, 2014

Revised Date: October 19, 2016

Procedure:

1.0 Regulations

1.1 Accessibility Plan

The County shall produce a multi-year Accessibility Plan. The plan will be posted on the County's website and shall be made available in an accessible format and with communication supports, upon request. The Accessibility Plan shall be reviewed and, if necessary, updated at least once every five (5) years.

1.2 Procurement Policy

The County shall incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so. If it is determined that it is not practicable to incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, the County shall provide, upon request, an explanation.

1.3 Self-Service Kiosks

The County shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks and shall incorporate accessibility features when designing, procuring or acquiring self-service kiosks.

1.4 Training

All County of Frontenac employees, volunteers, persons who participate in developing the County's policies and third parties providing goods and services on the County's behalf shall be required to undergo training on the requirements of the *Accessibility*



Corporate Policy & Procedure Manual

Index Number: A09-ADM-04

Subject: Integrated Accessibility Standards Regulation

(IASR) Policy Page 4 of 18

Effective Date: January 1, 2014

Revised Date: October 19, 2016

for *Ontarian with Disabilities Act*, 2005, accessibility standards, and on the Human Rights Code, as it pertains to persons with disabilities. The training provided on these requirements shall be appropriate to the duties of the employee, volunteer or other persons. Training shall take place as soon as is practicable and upon completion, the County shall keep a record of the training provided on these requirements including the dates on which the training was provided and the number of individuals to whom it was provided.

2.0 Information and Communication Standards

2.1 Feedback

The County shall ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports upon request and shall notify the public about the availability of accessible formats and communication supports.

2.2 Accessible Formats and Communication Supports

Except as otherwise provided for in the *Accessibility for Ontarians with Disability Act*, 2005, the County shall, upon request, and in consultation with the person making the request, provide or arrange for the provision of 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 due to the disability 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 County



Corporate Policy & Procedure Manual

Index Number: A09-ADM-04

Subject: Integrated Accessibility Standards Regulation

(IASR) Policy Page 5 of 18

Effective Date: January 1, 2014

Revised Date: October 19, 2016

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:

- (a) an explanation as to why the information or communications are unconvertible;
- (b) a summary of the unconvertible information or communications

The County shall ensure that the public is notified about the availability of accessible formats and communication supports. The notice shall be given by posting the information: (i) at a conspicuous place on the County of Frontenac premises; (ii) on the County's official web site – www.frontenaccounty.ca; or (iii) by such other method as is reasonable in the circumstances.

2.3 Emergency Information

When preparing emergency procedures, plans or public safety information and making same available to the public, the County shall provide the information in an accessible format or with appropriate communication supports as soon as practicable, upon request.

2.4 Accessible Website and Content

Internet websites and web content controlled directly by the County or through a contractual relationship that allows for modification of the product shall conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A and AA in accordance with the schedule set out in the AODA Integrated Accessibility Standards.



Corporate Policy & Procedure Manual

Index Number: A09-ADM-04

Subject: Integrated Accessibility Standards Regulation

(IASR) Policy Page 6 of 18

Effective Date: January 1, 2014

Revised Date: October 19, 2016

3.0 Employment Standards

3.1 Recruitment

The County shall post information about the availability of accommodations for applicants with disabilities in its recruitment process. Job applicants who are individually selected for an interview and/or testing shall be notified that accommodations for material to be used in the process are available, upon request. The County shall consult with any applicant who requests an accommodation in a manner that takes into account the applicant's disability. Successful applicants shall be notified about the County's policies for accommodating employees with disabilities as part of their offer of employment.

3.2 Employee Supports

The County shall 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 County shall 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 on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

3.3 Accessible formats and communication supports

Upon an employee's request, the County shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- a) information that is needed in order to perform the employee's job; and



Corporate Policy & Procedure Manual

Index Number: A09-ADM-04

Subject: Integrated Accessibility Standards Regulation

(IASR) Policy Page 7 of 18

Effective Date: January 1, 2014

Revised Date: October 19, 2016

- b) information that is generally available to employees in the workplace.

The County will consult with the employee making the request in determining the suitability of an accessible format or communication support.

3.4 Workplace Emergency Response Information

If an employee's disability is such that workplace emergency response information is necessary and the County is aware of the need for accommodation, this information shall be provided to employees. In addition, this information shall be provided, with the employee's consent, to the person designated to provide assistance. The information shall undergo review when the employee moves to a different location, when the employee's overall accommodation needs or plans are reviewed and when the County reviews its general emergency response plan.

3.5 Documented Individual Accommodation Plans

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



Corporate Policy & Procedure Manual

Index Number: A09-ADM-04

Subject: Integrated Accessibility Standards Regulation

(IASR) Policy Page 8 of 18

Effective Date: January 1, 2014

Revised Date: October 19, 2016

3.6 Return to Work Process

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

3.7 Performance Management and Career Development and Advancement

The County 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.

4.0 Transportation

The County of Frontenac has no obligated requirement under the Transportation Standards; however recognizing that it will make it easier for people to travel in Ontario, including persons with disabilities, older Ontarians and families traveling with children with strollers, the County will encourage private transportation providers to meet the requirements of the Transportation Standard.

5.0 Design of Public Spaces

The Design of Public Spaces Standard will make it easier for people to enjoy recreational activities in Ontario, including persons with disabilities, older Ontarians and families with children with strollers.

The County of Frontenac is committed to ensuring that its public spaces, in accordance with the *Integrated Accessibility Standards* (Ontario Regulation 191/11) under the AODA and, in particular, Part IV.1, Design of



Corporate Policy & Procedure Manual

Index Number: A09-ADM-04

Subject: Integrated Accessibility Standards Regulation

(IASR) Policy Page 9 of 18

Effective Date: January 1, 2014

Revised Date: October 19, 2016

Public Spaces Standards, of such Regulation are accessible to all. 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 County of Frontenac will consult with its municipal accessibility advisory committee, the public and persons with disabilities in accordance with the consultation requirements of the Standard.

6.0 Customer Service Standards

The organization delivers services to individual customers, businesses and other community stakeholders through staff, volunteers, contractors and agents. This section will set out the standards for Accessible Customer Service.

1. Establishment of Policies, Practices and Procedures

The County of Frontenac shall establish policies, practices and procedures governing the provision of its goods and services to persons with disabilities. In fulfilling our mission, the **County of Frontenac** shall make reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- (i) The goods or services shall be provided in a manner that respects the dignity and independence of persons with disabilities.
- (ii) The provision of goods and services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability the same



Corporate Policy & Procedure Manual

Index Number: A09-ADM-04

Subject: Integrated Accessibility Standards Regulation

(IASR) Policy Page 10 of 18

Effective Date: January 1, 2014

Revised Date: October 19, 2016

opportunity to access, use or benefit from the goods and services.

- (iii) Persons with disabilities must be given an opportunity equal to that given to others to access, use and benefit from the goods and services.

2. Providing Goods and Services to Persons with Disabilities

The County of Frontenac is committed to excellence in serving all customers including persons with disabilities and will carry out our functions and responsibilities in the following areas:

Communication: The County of Frontenac will communicate with persons with disabilities in ways that take into account their disability. The County of Frontenac is committed to providing accessible telephone service to our customers. The County will offer to communicate with customers by email, fax, written communication or in person if telephone communication is not suitable to their communication needs or is not available.

Assistive Devices: The County of Frontenac is committed to serving persons with disabilities who use assistive devices to access, use or benefit from our goods and services.

Format of Documentation: The County of Frontenac is committed to providing correspondence, invoices and other documentation **or the information contained in the document** to customers in alternate formats **that take into account the person's disability**, if available, upon request.



Corporate Policy & Procedure Manual

Index Number: A09-ADM-04

Subject: Integrated Accessibility Standards Regulation

(IASR) Policy Page 11 of 18

Effective Date: January 1, 2014

Revised Date: October 19, 2016

3. Use of Service Animals

The County of Frontenac is committed to welcoming persons with disabilities who are accompanied by a service animal in the areas of our premises that are open to the public and other third parties. All staff, volunteers and others dealing with the public will be properly trained in how to interact with people with disabilities who are accompanied by a service animal.

1. In this part,

“guide dog” means a guide dog as defined in section 1 of the *Blind Persons’ Rights Act*;

“service animal” means an animal described in subsection 2;

“support person” means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

2. For the purposes of this Part, an animal is a service animal for a person with a disability if,

(a) the animal can be readily identified as one that is being used by the person for reasons relating to the person’s disability, as a result of visual indicators such as the vest or harness worn by the animal; or

(b) the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:

(i) A member of the College of Audiologists and Speech-Language Pathologists of Ontario.



Corporate Policy & Procedure Manual

Index Number: A09-ADM-04

Subject: Integrated Accessibility Standards Regulation

(IASR) Policy Page 12 of 18

Effective Date: January 1, 2014

Revised Date: October 19, 2016

- (ii) A member of the College of Chiropractors of Ontario.
- (iii) A member of the College of Nurses of Ontario.
- (iv) A member of the College of Occupational Therapists of Ontario.
- (v) A member of the College of Optometrists of Ontario.
- (vi) A member of the College of Physicians and Surgeons of Ontario.
- (vii) A member of the College of Physiotherapists of Ontario.
- (viii) A member of the College of Psychologists of Ontario.
- (ix) A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario. O. Reg. 165/16, s. 16.

If a person with a disability is accompanied by a guide dog or other service animal, the County of Frontenac shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him/her unless the animal is otherwise excluded by law from the premises.

If a service animal is excluded by law from the premises, the County shall ensure that other measures are available to enable the person with a disability to access, use or benefit from the County's goods or services.

4. Use of Support Persons

The County of Frontenac is committed to welcoming persons with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be



Corporate Policy & Procedure Manual

Index Number: A09-ADM-04

Subject: Integrated Accessibility Standards Regulation

(IASR) Policy Page 13 of 18

Effective Date: January 1, 2014

Revised Date: October 19, 2016

allowed to enter County of Frontenac premises with his or her support person. All staff, volunteers and others dealing with the public will be properly trained in how to interact with people with disabilities who are accompanied by a support person.

“Support person” shall mean in relation to a person with a disability, another person who accompanies him/her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

- 1) If a person with a disability is accompanied by a support person, the County of Frontenac shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.
- 2) *Admission will not be charged for support persons for admission to* County of Frontenac premises. There will not be a user charge for a support person who is assisting a person with a disability who is not in a vehicle onto or off of the Frontenac Howe Islander ferry.
- 3) The County may require a person with a disability to be accompanied by a support person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, the County determines that,
 - (a) 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; and
 - (b) there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises.



Corporate Policy & Procedure Manual

Index Number: A09-ADM-04

Subject: Integrated Accessibility Standards Regulation

(IASR) Policy Page 14 of 18

Effective Date: January 1, 2014

Revised Date: October 19, 2016

- 4) If an amount is payable for a person's admission to the premises or in connection with a person's presence on the premises, the provider shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person.
- 5) If, under subsection 3), the County requires a person with a disability to be accompanied by a support person when on the premises, the County shall waive payment of the amount, if any, payable in respect of the support person's admission to the premises or in connection with the support person's presence on the premises.
- 6) Every provider, other than a small organization, shall prepare one or more documents describing its policies with respect to the matters governed by this section and, on request, shall give a copy of any such document to any person.
- 7) The County will notify persons to whom it provides goods, services or facilities of this policy by posting this information at all reception desks at County offices and by posting it on the County's website, or by such other method as is reasonable in the circumstances.

5. Notice of Service Disruptions

County of Frontenac shall provide customers with notice in the event of a scheduled or unexpected disruption in the facilities or services usually used by persons with disabilities.

This notice of temporary disruption shall include information regarding:

- (i) the reason for the disruption;



Corporate Policy & Procedure Manual

Index Number: A09-ADM-04

Subject: Integrated Accessibility Standards Regulation

(IASR) Policy Page 15 of 18

Effective Date: January 1, 2014

Revised Date: October 19, 2016

- (ii) its anticipated duration; and
- (iii) a description of alternative facilities or services, if any, that are available.

The notice shall be given by posting the information as soon as the County becomes aware of the disruption: (i) at a conspicuous place on the County of Frontenac premises; (ii) on the County's official web site - www.frontenaccounty.ca; or (iii) by such other method as is reasonable in the circumstances.

6. Training for Staff

1. In addition to the requirements in section 1, subsection 1.4, the County shall ensure that the following persons receive training about the provision of the County's goods, services or facilities, as the case may be, to persons with disabilities:
 1. Every person who is an employee of, or a volunteer with, the County.
 2. Every person who participates in developing the County's policies.
 3. Every other person who provides goods, services or facilities on behalf of the County.
2. The training shall include a review of the purposes of the Act and the requirements of this Part and instruction about the following matters:
 1. How to interact and communicate with persons with various types of disability.



Corporate Policy & Procedure Manual

Index Number: A09-ADM-04

Subject: Integrated Accessibility Standards Regulation

(IASR) Policy Page 16 of 18

Effective Date: January 1, 2014

Revised Date: October 19, 2016

2. 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.
3. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability.
4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities. O. Reg. 165/16, s. 16.
5. County of Frontenac's policies, practices and procedures relating to accessible customer service.

Training shall be provided to each person as soon as practical after he/she is assigned the applicable duties, but no later than 6 months after a person commences employment with the County of Frontenac.

Training records shall be kept, including the dates when the training is provided and the names of the individuals to whom the training was provided.

Training shall also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of the goods or services to persons with disabilities.



Corporate Policy & Procedure Manual

Index Number: A09-ADM-04

Subject: Integrated Accessibility Standards Regulation

(IASR) Policy Page 17 of 18

Effective Date: January 1, 2014

Revised Date: October 19, 2016

Feedback Process

The ultimate goal of the **County of Frontenac** is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

The County of Frontenac shall establish a process for receiving and responding to feedback regarding the manner in which goods and services are provided to persons with disabilities, and shall make information about the process readily available to the public.

The feedback process must permit persons to provide their feedback using the following methods:

- (i) in person;
- (ii) by telephone;
- (iii) in writing;
- (iv) by electronic mail at info@frontenaccounty.ca; or
- (iv) on diskette or otherwise.

All feedback, including questions regarding this policy, shall be directed to the Clerk's Department. Customers can expect a response within ten (10) working days.

Notice of Availability of Documents Required Under the AODA – Accessibility Standards for Customer Service

The County of Frontenac shall notify persons to whom it provides goods or services that the documents required by this Regulation are available upon request.

The notice shall be given by posting the information: (i) at a conspicuous place on the County of Frontenac premises; (ii) on the County's official web site –



Corporate Policy & Procedure Manual

Index Number: A09-ADM-04

Subject: Integrated Accessibility Standards Regulation

(IASR) Policy Page 18 of 18

Effective Date: January 1, 2014

Revised Date: October 19, 2016

www.frontenacounty.ca; or by such other method as is reasonable in the circumstances.

7.0 Compliance

An Administrative Monetary Penalties scheme has been established under the AODA which allows the Accessibility Directorate or a designate to issue an order against a person, organization or corporation to pay a penalty amount as a result of non-compliance with the AODA or the accessibility standard to a maximum of \$100,000 in the case of a corporation and up to \$50,000 in the case of an individual or unincorporated organization.