



## **Township of St. Clair Accessibility Policy**

### **1.0 Purpose**

This Policy is intended to provide the primary framework to guide the Corporation of the Township of St. Clair with providing accessible goods, services, programs and facilities to the people of St. Clair and to be in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA") and the *Integrated Accessibility Regulation Standards 191/1, 2010* ("IASR").

### **2.0 Policy Statement**

The Corporation of the Township of St. Clair is committed to providing quality goods, services, and facilities that are accessible to all persons and is guided by the four core principals of Dignity, Independence, Integration and Equality Opportunity. The Township is dedicated to removing barriers to accessibility and ensuring that all the requirements in the Customer Service, Information and Communication, Employment, Transportation and the Design of Public Spaces Standards of the AODA are fulfilled.

### **3.0 Application**

This Policy applies to St. Clair Township Council and all St. Clair Township employees, volunteers and third parties who provide goods, services or facilities to the public on behalf of the Corporation of the Township of St. Clair.

### **4.0 Guiding Principals**

The Corporation shall meet its duties and responsibilities under the AODA by adhering to the following principles:

- All members of the public are treated in a way that allows them to maintain their dignity and independence;
- The programs, services and facilities are inclusive and provide an equal opportunity to all members of the public;
- Representatives of the Township of St. Clair are committed to preventing and removing barriers to accessibility.

## **5.0 General Provisions**

### **5.1 - Training**

The Township will ensure that all persons to whom this Policy applies receive training as required by the AODA Customer Service Standard (2005). The training will be tailored to suit each person's interactions with the public and his or her involvement in the development of policies, procedures and practices pertaining to the provision of goods and services.

The training shall include:

- A review of the purposes of the Accessibility for Ontarians with Disability Act, (2005), the IASR (2012) and Human Rights Code as it pertains to people with disabilities;
- How to interact and communicate with persons with various types of disabilities; use of assistive devices of people with disabilities, service animals, support persons, notice of disruption, feedback, and information in alternative formats.

The training provided shall be delivered based on the duties of the employee, volunteer or third party.

The Township commits and ensures to provide training in respect of any changes to our accessibility policies and the laws (AODA, IASR, the Code with respect to persons with disabilities) on an ongoing basis.

### **5.2 – Accessibility Planning**

The Township of St. Clair will establish, implement, maintain and document a multi-year accessibility plan in accordance with the AODA. The multi-year accessibility plan will be a guideline for the Township of St. Clair staff to prevent and remove barriers for people with disabilities for goods, services, programs and services and to comply with the AODA and IASR requirements.

The Township of St. Clair will:

- Establish, review and update the multi-year accessibility plan in consultation with persons with disabilities and the Accessibility Advisory Committee;
- Review and update the plan once every five years;
- Complete reports updating St. Clair Township Council and the public on the status of the five-year multi-year accessibility plan and other accessibility matters within the Township of St. Clair.

### **5.3 – Procurement**

The Township of St. Clair will incorporate accessibility and the needs of people with disabilities when procuring or acquiring goods, services and facilities.

## **5.4 – Information and Communication**

The Township of St. Clair shall provide information that it produces and controls in formats that are accessible and consider the disabilities of members of the public requesting information.

The Township of St. Clair shall provide and arrange for the reasonable provisions of accessible forms and communications supports for persons with disabilities. This will be completed in a timely manner that considers the person's accessibility needs due to a disability and at a cost that is no more than the regular cost charged to other persons. In determining the suitability of an accessible format or communication support, the Township of St. Clair shall consult with the person making the request.

When it is not practicable to provide an alternate format, the Township of St. Clair shall provide an explanation and summary of the document in an accessible format.

## **5.5 – Feedback**

The Township of St. Clair shall ensure that all feedback processes are accessible to people with disabilities by providing accessible formats and communication supports upon request.

## **5.6 – Emergency Information**

The Township of St. Clair shall provide information regarding emergency procedures, plans or public safety in accessible formats or with appropriate communication supports for people with disabilities.

## **5.7 – Service Disruption**

The Township of St. Clair shall give notice of temporary disruptions to services or facilities used by persons with disabilities including the reason(s) for the disruption, the anticipated duration of the disruption and alternative facilities or services that may be available. The notice shall be posted in a conspicuous place on the premises of the facility or by other sources of information such as the Township of St. Clair website ([stclairtownship.ca](http://stclairtownship.ca)). When the disruption is planned, advanced notice shall be provided.

## **5.8 – Service Animals**

A person with a disability accompanied by a service animal is permitted to enter St. Clair Township premises with the animal unless the animal is otherwise excluded by law. Where a service animal is excluded by law, the Township shall, within reasonable

measures, ensure that other methods are made available to enable the person with the disability to obtain, use or benefit from the goods and services.

Section 4(9) of the Accessibility Standards on Customer Service Standard (2005) indicates that an animal is a service animal if:

- It is readily apparent that the animal is being used for reasons related to a person's disability;
- If the person provides a letter from a healthcare provider confirming that, the animal is required for reasons relating to the disability. A person with a disability with a service animal is responsible for the control of that animal of all times.

## **5.9 – Support Persons**

When a person with a disability is accompanied by a support person, the Township will ensure that both persons are permitted to enter any facility, and that the person with a disability is not prevented from having access to the support person.

A support person, when assisting a person with a disability to obtain, use or benefit from the Township's goods and services, will be permitted to attend at no charge where an admission fee is applicable.

## **5.10 – Assistive Devices**

When a person with a disability requires assistive devices to obtain goods and services from St. Clair Township, the Township will ensure that all reasonable accommodations are met to support the person.

## **5.11 – Employment**

St. Clair Township is committed to continue to provide an inclusive workplace for all applicants. This Policy will ensure that the Township of St. Clair complies with the *IASR Employment Standard* (2012).

## **5.12 – Design of Public Spaces**

St. Clair Township strives to be a leader in developing accessible environments for all and is moving towards the principles of including "universal design" for all our public spaces. The Township of St. Clair will comply with the *IASR Design of Public Spaces Standard* (2010) when undertaking new construction and redevelopment of public spaces in the following areas:

- Recreational trails and beach access routes s. 80.6 - 80.15
- Outdoor public use eating areas s. 80.16 - 80.17

- Outdoor play spaces s. 80.18 - 80.20
- Exterior paths of travel s. 80.21 - 80.31
- Accessible parking s. 80.32 - 80.39
- Obtaining services s. 80.40 -80.43
- Maintenance planning s. 80.44

## **5.0 Administration**

Questions about this Policy or related procedures should be directed to the Clerk for St. Clair Township.