

City of  
Peterborough

## Integrated Accessibility Standards Policy

<b>Department:</b>	Corporate Services
<b>Division:</b>	Financial Services
<b>Section/Function:</b>	Accessibility
<b>Approval Level:</b>	Council
<b>Effective Date:</b>	2013-01-01
<b>Revision #:</b>	2

### 1.0 Purpose

- 1.1. This Policy and its related Procedures facilitate compliance with the Integrated Accessibility Standards ("IAS"), (Ontario Regulation 191/11) of the **Accessibility for Ontarians with Disabilities Act, 2005** ("AODA"), and other relevant sections of that Act, as may be amended from time to time.
- 1.2. This Policy and its related Procedures facilitate the identification, removal, and prevention of Barriers to people with disabilities to enable better access to Municipal Goods, Services, and Facilities.

### 2.0 Application

- 2.1. This Policy and its related Procedures apply to the following, unless otherwise stated:
  - .1 All City employees, volunteers, agencies, boards and commissions.
  - .2 Anyone who participates in or oversees the development of City policies, practices, and procedures governing the provision of Municipal Goods, Services or Facilities to members of the public or other third parties.

### 3.0 Definitions/Acronyms

**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 Peterborough, its elected and appointed officials, its agencies, boards, commissions, and advisory committees.

**Disability** - "Disability" as defined in the Human Rights Code, means:

- (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.

**Kiosk** - 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.

**Municipal Goods, Services or Facilities** - Goods, services or facilities provided by the City or an agent on behalf of the City.

**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 local media.

## 4.0 Policy Statement(s)

- 4.1.** The City is committed to meeting the accessibility needs of people with disabilities in a timely manner. To comply with the General requirements of the IAS, with compliance dates from 2013 to 2014, the City will:
- .1 Establish, maintain, and update a multi-year accessibility plan at least every five years, in accordance with the requirements of Section 4 of the IAS, outlining the City's strategy to prevent and remove Barriers for people with disabilities and prepare an annual status report on the plan.
  - .2 Incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities, including self-service Kiosks, in accordance with the requirements of Section 5 of the IAS, except where it is not practicable, the City will provide an explanation, upon request.

- .3 Ensure that training is provided on the requirements of the Accessibility Standards in accordance with Section 7 of the IAS, as well as the Human Rights Code as it relates to people with disabilities.
- 4.2. To comply with the Information and Communication Standard requirements of the IAS, 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.
- 4.3. To comply with the Employment Standard requirements of the IAS, with compliance dates from 2012 to 2014, the City will identify, prevent and remove Barriers across the Employment Life Cycle for people with disabilities.
- 4.4. To comply with the Transportation Standard requirements of the IAS, with compliance from 2011 to 2017, the City will implement accessible transit service and facilities.
- 4.5. Failure to comply with this Policy or the requirements of the IAS could result in penalties as prescribed in Part V of the IAS.

## 5.0 Appendix, Related Documents & Links

Note: All references refer to the current version, as may be amended from time to time.

### 5.1. Pertinent Resources:

- Accessibility for Ontarians with Disabilities Act, 2005 (AODA)  
<https://www.ontario.ca/laws/statute/05a11>
- Ontarians with Disabilities Act, 2001 (ODA)  
<https://www.ontario.ca/laws/statute/01o32>
- Integrated Accessibility Standard (Ontario Regulation 191/11)  
<https://www.ontario.ca/laws/regulation/110191>
- Vehicles for the Transportation of Physically Disabled Passengers, (Ontario Regulation 629)  
<https://www.ontario.ca/laws/regulation/900629>
- Workplace Safety and Insurance Act  
<https://www.ontario.ca/laws/statute/97w16>
- Emergency Management & Civil Protection Act, R.S.O. 1990, c.E.9.  
<https://www.ontario.ca/laws/statute/90e09>
- Freedom of Information and Protection of Privacy Act  
<https://www.ontario.ca/laws/statute/90f31>
- Report CP12-004 - Integrated Accessibility Standards Policy

**5.2. Related Policies:**

- Accessible Customer Service Policy

**5.3. Related Procedures:**

- Information and Communication Procedure
- Employment Procedure
- Transportation Procedure
- Customer Service Feedback Procedure
- Return to Work Program
- Individual Accommodation Request for People with Disabilities Accessible Format Request for People with Disabilities

**5.4. Related Forms:**

- Accessible Format Request Form
- Individual Accommodation Request Form

**5.5. Miscellaneous:**

- N/A

**6.0 Amendments/Reviews**

Date (yyyy-mm-dd)	Section # Amended	Comments
2012-09-10	N/A	Integrated Accessibility Standards Policy approved by Council
2013-01-01	N/A	Revision #1 - No changes were made to the content of the Policy. Policy revised to move to new Policy Template (i.e. Policy Statements moved to Section 2.0, Application moved to Section 3.0, Definitions moved to Section 4.0) and to move to new protocol for showing defined terms (i.e. capitalizing the first letters).
2021-12-01	N/A	Revision #2 – No changes were made to the content of the Policy. Policy moved to updated Policy Template; (Section 2.0 moved to Section 4.0, Section 3.0 moved to Section 2.0, Section 4.0 moved to Section 3.0). Links in Section 5.1 - Pertinent Resources have been updated. Policy document format has been updated to become compliant with the Accessibility for Ontarians with Disabilities Act (AODA) Regulation 191/11 Integrated Accessibility Standards.

<b>Next Review Date:</b>	<b>2014-01-01</b>
--------------------------	-------------------