

The Corporation of the Township of North Huron

By-law No. 88-2023

A by-law to adopt an Integrated Accessibility Standards Policy for the Corporation of the Township of North Huron

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The Corporation of the Township of North Huron

By-law No. 88-2023

Being a by-law to adopt an Integrated Accessibility Standards Policy for the Corporation of the Township of North Huron

WHEREAS Section 5(3) of the Municipal Act, 2001, S.O. 2001, c. 25, as amended, provides that municipal power shall be exercised by by-law;

AND WHEREAS the Accessibility for Ontarians with Disabilities Act, 2005 (the “AODA”) is a Provincial Act with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises;

AND WHEREAS Integrated Accessibility Standards Regulations, in the areas of information and communications, employment, transportation, the design of public spaces and customer service in accordance with Ontario Regulation 413/12 and 165/16 amending Ontario Regulation 191/11 made under the Accessibility for Ontarians with Disabilities Act, 2005, permits the Council of a municipality to enact a by-law to establish a policy for Integrated Accessibility Standards Regulations;

AND WHEREAS Section 11 of the Municipal Act, 2001, S.O. 2001, c. 25, as amended, authorizes municipalities to pass by-laws regarding Accountability and Transparency of the municipality and its operations;

AND WHEREAS the Council of the Corporation of the Township of North Huron is desirous of adopting an Integrated Accessibility Standards Policy;

NOW THEREFORE the Council of the Corporation of the Township of North Huron ENACTS as follows:

1. That the “Integrated Accessibility Standards Policy” attached hereto as Schedule “A” is hereby adopted and shall form part of this by-law.
2. That upon coming into force and effect, this by-law shall repeal By-law No. 63-2009, and shall supersede all previous by-laws or resolutions and parts of by-laws or resolutions inconsistent with the provisions of this by-law.
3. That this by-law shall come into force and takes effect on the day of the final passing thereof.

Read a first and second time this 18th day of December, 2023.

Read a third time and passed this 18th day of December, 2023.

Paul Heffer, Reeve

CORPORATE SEAL

Carson Lamb, Clerk

Township of North Huron

Integrated Accessibility Standards Policy



1. Organizational Commitment

The Township of North Huron is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

2. Policy Statement

The Township of North Huron understands our obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards.

The AODA provides for the development, implementation, and enforcement of accessibility standards in order to achieve accessibility for persons with disabilities in all aspects of society. The Township must meet requirements in key areas including:

- General Standards (Procurement, Training and Policy)
- Customer Service
- Information and Communication
- Employment
- Transportation
- Built Environment and Public Spaces.

For the key areas listed above, the AODA requires that the Township:

- Identifies, prevents, and removes barriers that people with disabilities face in accessing the Township's goods, services, and facilities;
- Accommodates the accessibility needs of people with disabilities to ensure they can obtain, use or benefit from municipal goods, services and facilities, and that they can do so in a timely manner, at a cost no greater than the cost for people without disabilities; and
- Develops and trains municipal employees to provide accessible goods, services, and facilities.

3. Purpose

Under the Accessibility for Ontarians with Disabilities Act, 2005, all public and private sector organizations must meet the requirements of accessibility standards established by regulation. The purpose of this Policy is to ensure that the Township of North Huron aligns with the requirements as mandated under the Integrated Accessibility Standards (Ontario Regulation 191/11 and Ontario Regulation 413/12).

4. Scope

This policy applies to all persons who deal with members of the public or other third parties on behalf of the Township, whether the person does so as an employee, member of Council, agent, volunteer, or otherwise and all persons who participate in developing the Township’s policies governing the provision of goods, services, or facilities to members of the public or other third parties.

5. Definitions

- 5.1. **“Accessibility”** means a concept integral to human rights that refers to the absence of barriers that prevent individuals and/or groups from fully participating in all social, economic, political, and cultural aspects of society. The term is often linked to people with disabilities and their rights to access, and refers to design characteristics of products, devices, information, services, facilities or public spaces that enable independent use, or support when required, and access by people with a variety of disabilities.
- 5.2. **“Accessible”** refers to products, devices, information, services, facilities or public spaces that provide for independent, equitable and dignified access for people with disabilities, including but not limited to those with visual, auditory, sensory, cognitive and mobility related disabilities. The concept of accessible design ensures both “direct access” (i.e., unassisted) and “indirect access,” referring to compatibility with a person’s assistive technology.
- 5.3. **“Accessible Formats”** refers to formats that are usable by persons with disabilities including but not limited to: large print, recorded audio and electronic formats, and braille.
- 5.4. **“Accommodation”** in the context of Human Rights, accommodation means preventing and removing barriers caused by attitudinal, systemic, physical, information or communications, and technology barriers that unfairly exclude individuals or groups protected by Ontario’s Human Rights Code from having equal access to full benefits available to others. Principles of accommodation include dignity, individualization and inclusion or integration.
- 5.5. **“Assistive Devices”** are used to replace, compensate, or improve the functional abilities of people with disabilities. They include a broad range of items including mobility such as; prosthetics, wheelchairs, canes, walkers, medical such as; ventilators, respiratory equipment and sensory such as; communication aids, reading and writing devices and hearing aids.
- 5.6. **“Barrier”** is defined by the AODA as anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy, or a practice.

5.7. **“Disability”** as defined in Section 10 of the Ontario Human Rights Code, R.S.O. 1990 c. H.19.

- 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 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.

5.8. **“Practicable”** means capable of being done or put into practice; capable of being used. Factors relevant to determining if accessibility is practicable may include:

- Availability of accessible services, goods including commercial software or tools, or facilities; and
- Technological compatibility between older products and newer ones being procured.

5.9. **“Service Animals”** is defined by Section 80.45 (4) of the AODA Customer Service Standards (Ontario Regulation 165/16). An animal is a service animal for a person with a disability if 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 the person provides documentation from one of the following regulated health professional confirming that the person requires the animal for reasons relating to the disability:

- A member of the College of Audiologists and Speech Language Pathologists of Ontario
- A member of the College of Chiropractors of Ontario
- A member of the College of Nurses of Ontario
- A member of the College of Occupational Therapists of Ontario
- A member of the College of Optometrists of Ontario
- A member of the College of Physicians and Surgeons of Ontario

- A member of the College of Physiotherapists of Ontario
- A member of the College of Psychologists of Ontario
- A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

5.10. **"Support Person"** as defined by the Accessibility for Ontarians with Disabilities Act, 2005 shall mean any person, whether a paid professional, volunteer, family member or friend who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

5.11. **"Township"** means the Corporation of the Township of North Huron.

6. General Standards (Part I of Ontario Regulation 191/11)

6.1. Accessibility Plan

The Township shall develop, implement, and document a multi-year accessibility plan outlining a corporate strategy for identifying, removing, and preventing barrier, and meeting the requirements set out in the Regulation. The Plan will be updated at least once every five years.

An accessibility compliance report will be prepared on the progress of measures taken to implement the strategy referenced in the Accessibility Plan and shall be filed with the Province every two years in accordance with Ontario Regulation 413/12.

The Township shall establish, review, and update their accessibility plans in consultation with persons with disabilities and with the Joint Huron County Accessibility Committee (HCAAC).

These documents will be posted on the Township's website and provided upon request in an accessible format.

6.2. Procurement of Goods, Services and Facilities

The Township of North Huron incorporates accessibility criteria and features when procuring or acquiring goods, services, or facilities. If it is not possible and practical to do so, we will provide an explanation upon request.

6.3. Self-Service Kiosks

The Township shall incorporate accessibility features/consider accessibility for people with disabilities when designing, procuring, or acquiring self-service kiosks.

6.4. Training

The AODA requires that all employees, volunteers, persons who participate in developing Municipal policies and all other persons who provide goods, services or facilities on the Township's behalf receive training on the AODA, the Ontario Human Rights Code, and all Accessibility Standards.

The Township of North Huron is committed to training all staff and volunteers in accessible customer service, other Ontario accessibility standards, and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- a) all persons who participate in developing the organization's policies; and
- b) all other persons who provide goods, services, or facilities on behalf of the organization.

Training of our employees and volunteers on accessibility relates to their specific roles.

Currently, the Township is utilizing the free AODA.ca training modules and the AccessForward.ca site to ensure the most current, accurate and suitable training is provided to our employees, volunteers, and other trainees.

Training includes:

- Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
- Our policies related to the Customer Service Standards
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the equipment or devices available on-site or otherwise that may help with providing goods, services, or facilities to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing our organization's goods, services, or facilities.

Newly onboarded persons take part in the training as soon as practical or within their first week of being employed by the Township. Training shall be provided in respect of any changes to the policies, on an ongoing basis. Employee records are maintained and contain training information provided including the dates on which the training was provided and the number of individuals to whom the training was provided to.

7. Information & Communications Standards (Part II of Ontario Regulation 191/11)

7.1. Feedback Process

The Township of North Huron welcomes feedback on how we provide accessible customer service.

Feedback may be provided by:

- a) By mail:

Township of Huron, Attention: Clerk, 274 Josephine Street, P.O. Box 90, Wingham,
ON N0G 2W0

- b) By telephone: 519-357-3550
- c) In Person: 274 Josephine Street, Wingham, ON
- d) By email: info@northhuron.ca
- e) By Website Form: <https://forms.northhuron.ca/Admin-Clerk/Customer-Service-Feedback>

Details on how to provide feedback to the Township is available at the North Huron Municipal Office and on the municipal website. The Township ensures that the feedback process is accessible to people with disabilities. The Township will provide or arrange for accessible formats and communication support, on request.

All feedback, including complaints, will be handled in the following manner:

- I. The person providing feedback or making a complaint should, where possible, discuss the issue with the Township staff person involved in the situation.
- II. Should that discussion not address the feedback/complaint or if the person is not able or comfortable discussing the issue with the staff person, the person should complete a Feedback Form or contact the Township as indicated above.
- III. The Department Head responsible for the department, and the Clerk, will maintain a record outlining the person's contact information, feedback details, follow-up and actions taken.

The Department Head responsible for the department or the Clerk will follow up with the person in a timely manner, providing an explanation of how the feedback will be processed, an explanation of how any changes may be implemented, why they can't be implemented, and/or any further investigation that may be required.

7.2. Accessible Formats & Communication Supports

The Township shall, upon request, provide, or arrange for the provision of any of its documents in an accessible format or communication support in a timely manner. When providing accessible formats, the Township will consider the person's disability and individual communication needs by consulting with the person directly.

The Township shall not charge a cost that is more than the regular cost charged to other persons.

The Township shall notify the public about the availability of accessible formats and communication supports by incorporating the following statement on documents made public: "Upon request, alternative formats of this document can be requested by contacting the Clerk's Department." In addition, the following statement is posted on the Township website: "Should you need assistance in obtaining an accessible alternative for non-accessible content, contact the Township of North Huron by dialing 519-357-3550, or emailing info@northhuron.ca."

If the Township determines that information or communications are unconvertable, the Township will provide an explanation as to why and a summary of the unconvertable information or communications.

7.3. Emergency Information

The Township shall provide its emergency procedures, plans, and public safety information to the public, upon request, in an accessible format or communication support, and shall do so in a timely manner that considers the person's disability and communication needs.

7.4. Accessible Websites and Web Content

The Township shall ensure that its website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA.

8. Employment Standards (Part III of Ontario Regulation 191/11)

8.1. Availability of Accommodations

The Township shall provide written notification to the public of the availability of accommodations for persons with disabilities, upon request, throughout the hiring process, including:

- All employment postings
- Upon participation in the interview process
- When an offer of employment is made

When arranging for the provision of accommodations, the Township shall consult with the applicant to determine their specific accessibility needs.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

8.2. Informing Employees of Supports

The Township shall inform all employees of its policies and procedures used to support employees with disabilities, including but not limited to the provision of workplace accommodations. In doing so, the Township shall provide this information to new employees during their workplace orientation training which is provided as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's needs.

8.3. Accessible Formats and Communication Supports for Employees

When requested, the Township shall consult the employee with a disability when providing or arranging for the provision of accessible formats or communication supports for information related to the employee's job performance, and information generally provided to all employees. For example, awards ceremonies and information sessions

8.4. Workplace Emergency Response Information

The Township shall provide individualized emergency response information to employees with disabilities. This also applies to elected officials.

8.5. Individualized Accommodation Plans

The Township shall establish a written process for the development of individualized accommodation plans for employees with disabilities. This will be provided as soon as practicable after the Township becomes aware of the need for accommodation due to the employee's disability. This also applies to elected officials.

8.6. Return-to-Work Process

The Township shall develop and have in place, a written return-to-work process for employees who have been absent due to a disability and require workplace accommodations in order to return-to-work.

8.7. Performance Management

The Township shall take into consideration the accessibility needs of employees with disabilities, and all individualized accommodation plans, when developing its performance management documents, tools, and resources.

8.8. Career Development and Advancement

When providing career development and advancement opportunities to its employees, the Township shall take into consideration their accessibility needs as well as any individualized accommodation plans for its employees with disabilities.

8.9. Redeployment

The Township shall take into consideration the accessibility needs as well as any individualized accommodation plans when redeploying employees with disabilities, unless such accommodation is considered an undue hardship to the Township.

9. Transportation Standards (Part IV of Ontario Regulation 191/11)

9.1. Specialized and Conventional Transit Services

The Township of North Huron does not currently provide Transit Services to residents/visitors of the municipality. Should the Township commence offering these services to residents/visitors in the future, they shall comply with all specifications as outlined in the Integrated Accessibility Standard Regulation 191/11.

9.2. Duties of Municipalities and Taxicabs

By licensing taxicabs, the Township shall ensure that brokers, owners and operators of taxicabs are:

- Not charging a higher fee to persons with disabilities than the fee charged to persons without disabilities for the same trip or distance; and
- Not charging a fare for the storage and transportation of assistive devices or mobility assistive devices.

In addition, the Township shall ensure that brokers, owners and operators of taxicabs place vehicle registration and identification information on the rear bumper of the taxicab, and that this information be made available in an accessible format to persons with disabilities who are passengers.

10. Design of Public Spaces Standard (Part IV.1 of Ontario Regulation 191/11)

Except as otherwise specified, this section applies to public spaces that are newly constructed or redeveloped on or after January 1, 2016.

10.1. Trails

The Township of North Huron will consult with the Huron County Accessibility Advisory Committee, the public and persons with disabilities on the following before constructing new or redeveloping existing trails:

- The slope of the trail;
- The need for and location of ramps on the trail; and
- The need for, location and design of rest areas, passing areas, viewing areas, amenities on the trail, and any other pertinent feature.

The Township of North Huron will ensure that the technical requirements as stipulated in Ontario Regulation 413/12 are complied with, and that the appropriate signage is provided at each end of the recreational trail, as in accordance with the Regulation.

10.2. Outdoor Public Use Eating Areas

The Township of North Huron will ensure that at least twenty-percent (20%) of tables that are provided in a newly constructed or redeveloped outdoor public use eating area are accessible to persons using mobility aids, or at a minimum one table, by having knee and toe clearance underneath the table, and that the ground surface leading to and under the tables is level, firm and stable, and that the tables have clear ground space around them to allow for a forward approach to the table(s).

10.3. Outdoor Play Spaces

When constructing new or redeveloping existing outdoor play spaces, the Township of North Huron will ensure that it consults with the Huron County Accessibility Advisory Committee on the needs of children and caregivers with various disabilities. The municipality shall incorporate accessibility features into the design of outdoor play spaces and ensure that the outdoor play space has a ground surface that is firm, stable and has impact attenuating properties for injury prevention and sufficient clearance to provide children and caregivers the ability to move through, in and around the outdoor play space.

10.4. Exterior Paths of Travel

When constructing new or redeveloping existing exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and maintained by the municipality, the Township shall ensure that it complies with all technical requirements

as outlined in Ontario Regulation 413/12 (Sections 80.21 to 80.31), inclusive of the requirements outlined for ramps, stairs, curb ramps and depressed curbs.

The Township of North Huron shall consult with the Huron County Accessibility Advisory Committee on the design and placement of rest areas along the exterior path of travel.

The Township shall ensure that the installation of new or replacement of existing pedestrian signals complies with the requirements set out in Section 80.28 of Ontario Regulation 413/12.

10.5. Accessible Parking

When constructing new or redeveloping existing off-street parking facilities that the municipality intends to maintain, the Township of North Huron shall comply with all requirements outlined in Ontario Regulation 413/12, inclusive of the incorporation of access aisles, Type A and Type B parking spaces, and appropriate signage.

When constructing new or redeveloping existing on-street parking spaces, the municipality shall consult on the need, location, and design of accessible on-street parking spaces with the public, persons with disabilities, and the Huron County Accessibility Advisory Committee.

10.6. Obtaining Services

When constructing new service counters and fixed queuing guides at municipal facilities and constructing new or redeveloping waiting areas at municipal facilities, The Township of North Huron will incorporate all criteria required in Sections 80.40 to 80.43 of Ontario Regulation 413/12 into its design.

11. Accessible Customer Service Policy (Part IV.2 of Ontario Regulation 191/11)

11.1. Providing Goods, Services or Facilities to People with Disabilities

The Township of North Huron is committed to complying with its current and ongoing obligations under the Ontario Human Rights Code and the AODA. In its commitment to excellence, the Corporation shall serve all customers including people with disabilities in a way that respects the dignity and independence of each individual.

11.2. Assistive Devices

People with disabilities may use their own personal assistive devices to obtain, use or benefit from the services offered by the Township.

Should a person with a disability be unable to access Township services through the use of their own personal assistive device, the Township will ensure the following measures:

- a) Determine if service is inaccessible, based upon individual requirements.
- b) Assess service delivery and potential service options to meet the needs of the individual.

- c) Notify person with disability of alternative service and how they can access the service, temporarily or on a permanent basis.

The Township will ensure that staff are trained and familiar with various assistive devices that may be used by people with disabilities while accessing service, goods or facilities.

11.3. Service Animals

The Township of North Huron welcomes people with disabilities and service animals onto all Township owned and operated public facilities that are open to the public and will ensure that the animal is permitted to accompany the person unless an animal is otherwise excluded by law.

If a service animal is excluded by law from the premises, the provider of goods or services shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the provider's goods or services. The Township will explain why the animal has been excluded and discuss alternative ways of providing goods or services.

11.4. Support Persons

Support person, in relation to a person with a disability, means another person who accompanies him or her in order to provide assistance with communication, mobility, personal care, medical needs, or access to goods or services.

The Township of North Huron will allow people with disabilities, who so require, to be accompanied by a support person in all Township owned and operated public facilities. The Township of North Huron reserves the right to request that the person with a disability be accompanied by a support person, in the event that it is considered necessary to protect the health and safety of the person with a disability or others on the premises.

The Township of North Huron will waive North Huron admission fees for a support person who accompanies a person with a disability into North Huron facilities where admission is charged.

- a) Members of public should notify a staff member of the presence of the support person.
- b) Admission fees will be waived for the support person.
- c) If there is confidential information to be disclosed, consent must be received from the person with the disability.

11.5. Service Disruptions

If, in order to obtain, use or benefit from a provider's goods or services, persons with disabilities usually use particular facilities or services of the provider (for example, elevators) and if there is a temporary disruption in those facilities or services in whole or in part, the Township shall give notice of the disruption to the public.

Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

Notice will be given by posting the information at a conspicuous place on premises owned or operated by the provider of goods or services, as well as by posting it on the Township of North Huron website and social media.

If the Township of North Huron website should expect a temporary service disruption, advance notice where possible shall be provided on the website.