



The Corporation of the Municipality of Wawa Policy Manual

POLICY TITLE:	Corporate Accessibility Policy
SUBJECT:	AODA – Accessibility Policy
POLICY NO.	PR-006
EFFECTIVE DATE:	April 5, 2022
ENACTED BY:	By-Law No. 3489-22

Table of Contents

1.	Policy Statement.....	1
2.	Policy Purpose.....	1
3.	Applicability	2
4.	Definitions	2
5.	Policy – General.....	3
	5.1 Process	3
	5.2 Policy Requirements	4
	5.3 Customer Service Standard	8
	5.4 Information and Communications Support Standard	10
	5.5 Employment Standards	12
	5.6 Transportation Standard	14
	5.7 Built Environment, Design of Public Spaces Standards	15
	5.8 Responsibilities	16
6.	Review	16
7.	Policy Adoption and Review Guidelines	16
8.	References to Other Policies or By-laws or Legislative Authority.....	17
9.	List of Appendices/Forms.....	17

1. Policy Statement

The Municipality of Wawa is committed to providing equal treatment to people with disabilities with respect to the use and benefit of Municipal services, programs, goods and facilities in a manner that respects their dignity, independence, integration and is equitable in relation to the broader public. This commitment extends to residents, employees, visitors and other stakeholders with visible and non-visible disabilities.

This policy provides guidance on how the Municipality will ensure all goods, services, programs and facilities meet the requirements and standards outlined in the Accessibility for Ontarians with Disabilities Act 2005, S.O. 2005, c. 11 (AODA).

2. Policy Purpose

This policy is intended to provide a framework to guide, review and develop Municipal policies, procedures, By-laws and guidelines, in order to comply with standards developed under the AODA. The AODA sets out a road map for an accessible Ontario by 2025 that includes:

- Customer Service Standards
- Information and Communications Standards
- Employment Standards
- Transportation Standards
- Built Environment/ Design of Public Spaces Standards

The Customer Service Standard became law (Ontario Regulation 429/07) on January 1, 2008, and the next three standards – Information & Communications, Employment and Transportation - are all part of the Integrated Accessibility Standard Regulation (IASR) (Ontario Regulation 191/11) that came into force July 1, 2011. The accessibility standards for the Built Environment focus on removing barriers in two areas:

i. Public Spaces

The Design of Public Spaces Standard became law in December 2012. This standard applies only to new constructions or major renovations being designed for outdoor elements effective January 1, 2016.

ii. Buildings

As of January 1, 2015, new construction and substantial renovations in municipal buildings will be subject to updated accessibility requirements.

3. Applicability

This policy applies to all Municipal Councillors, Employees, Board/Committee members, Volunteers, Agents and third parties providing goods, services, programs and facilities on the Municipality's behalf, in accordance with the legislation.

4. Definitions

For the purposes of this policy:

- (a) "**Accessibility**" is a general term used to describe the degree of ease that something (e.g. device, service, environment) can be used and enjoyed by persons with a disability. The term implies conscious planning, design and/or effort to ensure it is barrier-free to persons with a disability, and by extension, highly usable and practical for the general population as well;
- (b) "**Accessible Formats**" may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.
- (c) "**Barrier**" means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including physical barriers, architectural barriers, an information or communications barrier, and an attitudinal barrier, a technological barrier or a policy or practice.
- (d) "**Communication Supports**:" may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.
- (e) "**Disability**" is defined, per Section 2 of the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 and the Human Rights Code, R.S.O. 1990, c. H.19, as follows:
 - 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 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,

- ii. a condition of mental impairment or a developmental 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) "**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.
- (g) "**Service Animals**" are defined, per Section 4(9) of the Accessibility Standards for Customer Service, O. Reg. 429/07, as follows:
- "an animal is a service animal for a person with a disability:
- i. if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
 - ii. if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability."
- (h) "**Support Person**" is defined, per Section 4(8) Accessibility Standards for Customer Service, O. Reg. 429/07, as follows:
- "a 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 or services."
- (i) "**Unconvertible information or communications**" are unconvertible if it is not technically feasible to convert the information or communications or the technology to convert the information or communications is not readily available

5. Policy – General

5.1 Process

Municipal services, programs, goods and facilities are to be available to persons with disabilities, taking into account their disability in a manner that:

- Is free from discrimination and reflects the principles of dignity and independence;
- Seeks to provide inclusive and integrated services;

- Identifies, prevents and removes barriers for persons with disabilities in the Municipality's goods, services, programs and facilities;
- Provides for equal opportunity for people with disabilities to obtain, use and benefit from the goods, services, programs and facilities in the Municipality;
- Strives to meet and/or accommodate the accessibility needs of persons with disabilities in a timely manner, at no greater cost than that for persons without disabilities;
- Promotes accessibility through the development of policies, procedures and practices that consider persons with disabilities, and;
- Takes into consideration a person's disability.

5.2 Policy Requirements

5.2.1 General Standards

The Municipality of Wawa is a designated public sector organization under the AODA, and is committed to meeting the accessibility needs of persons with disabilities. This policy is to function as an umbrella policy for the requirements and standards developed under the AODA.

5.2.2 Accessibility Advisory Committee

The Municipality of Wawa may establish an advisory committee consisting of the Mayor, CAO and Municipal Clerk or designate. The Accessibility Advisory Committee (AAC) will advise Council on the requirements and implementation of the AODA accessibility standards, preparation of accessibility reports, including access for persons with disabilities to a building or premises, awareness and education and other matters for which Council may seek advice and consultation.

5.2.3 Accessibility Planning

The Municipality will establish, implement, maintain and document a Multi-year Accessibility Plan in consultation with persons with disabilities, in accordance with the AODA. The Multi-year Accessibility Plan will outline the ways the Municipality of Wawa will prevent and remove barriers and meet the requirements of the standards developed under the AODA. The plan will be posted on the Municipality's website (www.wawa.cc) and shall be made available in an accessible format and with communication supports, upon request. Progress on the implementation of the plan will be provided

annually in the Accessibility Plan update report to Council. The Multi-Year Accessibility Plan shall be reviewed and updated every five (5) years.

5.2.4 Accessible Formats and Communication Supports

Except as otherwise provided in the AODA, the Municipality shall, upon request, and in consultation with the person making the request, provide or make arrangements to provide accessible formats and communication supports for persons with disabilities. Accessible formats and communication support shall be provided in a timely manner, taking into account the person's accessibility needs and at a cost that is no more than the regular cost charged to others persons.

When it is not practicable to provide an alternative format or to provide communication supports, the Municipal Staff will work with the requestor to determine an appropriate method of communication.

This does not apply to products, products labels, unconvertible information or communications and information that the Municipality does not control directly or indirectly through contractual relationships. If it is determined that information or communication 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.

5.2.5 Documentation

Documentation that describes this Corporate Accessibility Policy and each of its requirements shall be maintained in the Employee Policy Manual for employee reference and provided to individuals in an accessible format or communication support, upon request.

Should Municipal Staff be unable to provide a requested accessible format or communication support, staff shall provide, upon request, an explanation. Review and amendments to this document shall be the responsibility of the Clerk.

5.2.6 Procurement of Goods, Services, Facilities and Kiosks

Municipal procurement adheres to the Municipality's Procurement Policy. Whenever possible, Municipal Staff will consider accessibility features and accessibility criteria of goods, services, facilities and kiosks procured, purchased, or acquired.

When not practicable to incorporate accessibility criteria and features when procuring goods, services or facilities, Municipal Staff shall provide, upon request, an explanation.

5.2.7 Training

- a. Municipal Councillors, Employees, Board/Committee members, Volunteers, and third parties providing goods, services, programs and facilities on the Municipality's behalf shall be required to undergo training on the purposes and requirements of:
 - *Accessibility for Ontarians with Disabilities Act (AODA), 2005;*
 - *Ontario Regulation 429/07 - Accessible Standards for Customer Service, 2007*
 - *Ontario Regulation 191/11 - Integrated Accessibility Standards Regulation (IASR), 2011; and*
 - *The Ontario Human Rights Code* (only as it pertains to persons with disabilities)
- b. The training provided shall be appropriate to the duties of the Councillor, Employee, Board/Committee member, Volunteer, or third party.
- c. Training will be provided as soon as possible after hire and the responsibility of the employee's Supervisor.
- d. Upon completion of the training, the Municipality's Human Resource/Payroll staff shall keep a record of the training provided, including the name of the person, location and the date completed.
- e. Council, Board/Committee members will receive training as soon as possible after appointment

Should there be a change to this or other policies that refer to accessibility, training will be provided as soon as practicable.

5.2.8 Feedback and Enquiries

The goal of the Municipality is to meet and surpass customer expectations while serving customers with disabilities and receive feedback.

- a. The Municipality will provide, upon request and when practicable, accessible formats and communication supports when seeking public input, feedback and advice.
- b. Written or in-person feedback is to be provided to the Clerk:
Telephone: 705-856-2244 ext. 222
Email: ccyr@wawa.cc
Mail: Clerk, Municipality of Wawa
40 Broadway Avenue
P.O. Box 500
Wawa, ON P0S 1K0
- c. If deemed appropriate, a comment or concern regarding the provision of accessible goods, programs and services may be directed to the Supervisor, Department Director or Clerk for recommendations on how to address the comment or concern.
- d. A response will be provided within 30 working days, in the same manner as the comment or concern was received. Should it not be possible to provide a requested accessible format or communication support, the Municipality will work to determine alternate means for participation in the feedback process.
- e. If agreement on the resolution of a comment or concern cannot be reached, the complainant has the option of presenting the concern to Wawa Council for final resolution.
- f. A notice encouraging feedback will be posted at service counters in Municipal Facilities and on the Municipality's website at www.wawa.cc. Full copies of the feedback process will also be available, upon request. Staff will draw attention to the request for feedback for customers unable to read the notice. *(See Appendix "A" for the Feedback Notice)*

5.2.9 Non-Compliance

Failure to comply with this Corporate Accessibility Policy will result in discipline, up to and including dismissal (see Discipline Policy).

5.3 Customer Service Standard

The Municipality of Wawa is committed to providing equal treatment to people with disabilities with respect to the use and benefit of Municipal services, programs, goods and facilities in a manner that respects their dignity, independence, integration and is equitable in relation to the broader public. This commitment extends to residents, employees, visitors and other stakeholders with visible and non-visible disabilities.

5.3.1 Admission Fees – Support Persons

If the Municipality charges an admission fee to the premises or programs or in connection with a person's presence at the premises, it will waive the fee for support persons.

5.3.2 Assistive Devices

- a. Municipal Councillors, Employees, Board/Committee members, Volunteers, and third-party contractors will accommodate as much as is possible the use of personal assistive devices including but not limited to, wheelchairs, canes, walkers, scooters, and communication boards at municipal events.
- b. Should a person with a disability be unable to access the Municipality's services or programs through the use of their own personal assistive device, the Municipality will ensure the following measures are taken:
 - i. Assess service delivery and potential service options to meet the needs of the individual; and
 - ii. Assistive devices that are purchased or provided by the Municipality for access to specific services and programs shall be kept in good working order and the public shall be informed of their availability. Further the Municipality will ensure that relevant staff are trained on the use of the assistive devices available to customers at the location(s) in which they provide service. The Municipality does not have assistive devices at this time.

5.3.3 Contractors

The Municipality will ensure that all agents and others who deal with the public or other third parties who are involved in developing policies, practices and procedures that govern the provision of goods and services on behalf of the Municipality will receive training on the accessible provision of its goods and services to persons with disabilities.

Contracted companies or individuals who meet the criteria outlined above will provide the Municipality with documentation indicating that training in accordance with the requirements of Ontario Regulation 429/07 has been provided to staff who will be providing goods and services on its behalf. (See *Appendix "C"*).

5.3.4 Notice of Service Disruption

- a. In the event that there is a temporary service disruption in the availability of facilities, programs, services or goods used by persons with disabilities (for example, temporary loss of elevator/lift service), the Municipality shall give notice to the public of the reason for the disruption, the date(s) of disruption, the anticipated duration of the disruption and a description of alternative facilities or services, if any, that are available.
- b. Such notice may be provided by a variety of methods, depending on the circumstances, using **Form B - Disruption to Services** and including postings in conspicuous places at the affected premises, the Municipality's website (www.wawa.cc) and possibly other facilities (depending on the nature of the disruption). If the Municipality's website should expect a temporary service disruption, advance notice, where possible, will be provided on the website. If deemed appropriate to the circumstances and time permitting, planned disruptions of services may also be published in local newspapers and broadcasted on local radio station.
- c. The posting of **Form B - Disruption of Services** at the facility will be the responsibility of the Department Head responsible for the respective facility. The Department Head will also have the responsibility of providing a copy of **Form B - Disruption of Services** to the Clerk's Department, who will be responsible for posting its contents on the Municipal website.
- d. As much advanced notice as possible will be given. However, in the event of an unplanned service disruption, notice will be given as soon as feasibly possible in the manner described in this section. (*See Appendix "E" for Form B – Disruption of Services*)

5.3.5 Service Animals

Municipal Councillors, Employees, Board/Committee members, Volunteers, and third-party contractors shall accommodate the use of service animals by people with disabilities who are accessing Municipal services or goods, unless the animal is otherwise excluded by law, such as food preparation areas as prohibited by *Food Premises Act, R.S.O. 1990*, Reg. 562 under the *Health Protection and Promotion Act, R.S.O. 1990, c. H.7*. See Definitions for a detailed description of Service Animals. In the case where a service animal is

excluded from the premises by law, the Municipality will ensure that other measures are available to enable the person with the disability to obtain or benefit from the use of the Municipality's goods and services. This could include:

- a. Offering the person with a disability a safe place for their animal to remain while obtaining goods or services, along with personal support in obtaining the goods and services or,
- b. Offering goods and services at an alternate location that allows for service animal accompaniment.

5.3.6 Support Persons

- a. Where a person with a disability accessing Municipality's goods or services is accompanied by a support person, both persons will be permitted to enter the premises together and the person with a disability can access the support person while on the premises.
- b. If a fee is required for admission to the premises or in connection with a person's presence at the premises, the Municipality will waive the fee for support persons. Furthermore:
 - i. All advertising indicating the fee amounts will also indicate the fees do not apply to support persons.
 - ii. Members of the public shall notify a staff member about the presence of a support person.
- c. When attended by a support person, consent from the person being supported must be obtained prior to disclosing confidential information. Support persons may be required to sign a confidentiality agreement in some situations.
- d. The Municipality reserves the right to request a person with a disability to be accompanied by a support person if it is considered necessary to protect the health and safety of the person with the disability or others on the premises.

5.4 Information and Communications Support Standard

5.4.1 Terminology

When referring to people with disabilities, Councillors, Employees, Board/Committee members, Volunteers, and third-party contractors shall use terminology that adheres to guidelines provided in the Municipality of Wawa Accessibility Training for Customer Service.

5.4.2 Accessible Websites and Web Content

Internet websites and web content controlled directly by the Municipality, or through a contractual relationship that allows for modification of the website, 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.

5.4.3 Communication

- a. When communicating with a person with a disability, Municipal Councillors, Employees, Board/Committee members, Volunteers, and third-party contractors shall do so in a manner that takes into account the person's disability. Guidelines for communicating with people who have various types of disabilities are provided in *Appendix F: Guidelines - Communicating with Customers*.
- b. The Municipality will ensure that Municipal Councillors, Employees, Board/Committee members and Volunteers who communicate with customers and third parties are trained on how to interact and communicate with people with various types of disabilities.

5.4.4 Format of Documents and Information

- a. The Municipality will notify the public about the availability of accessible formats and communication supports.
- b. Upon request, the Municipality will provide Municipal documents (e.g. forms, print materials, bills, etc.) or the information contained within the documents in formats that take into account a person's disability.
- c. The Municipality will consult the person requesting the document to determine what a reasonable accessible alternate format of the document or information would be.
- d. When a request is received for alternative format, Municipal Staff should fill out *Form A: Request for Information and Assistance in an Alternative Format (See Appendix G)* and submit the form to the Clerk. The Clerk will work with the Department Director where the request originated using *Appendix H: Guidelines for the Formatting of Documents and Information*.

- e. The *time* frame attached to the conversion process will vary depending on the media chosen, the size, complexity, quality of source documents and number of documents to be converted. Documents will be returned in a timely manner with consideration of these factors.
- f. Should documents contain information required by the customer sooner than the conversion will be ready; the information will be communicated in a way that is accessible to the customer.
- g. Customers will not be charged fees for documents in alternative formats that exceed the fees charged for the document in its original state.

5.4.5 Emergency Procedures

The Municipality shall provide all existing public emergency procedures, plans and public safety information, upon request, in an accessible format or with appropriate communication supports in a timely manner.

5.5 Employment Standards

5.5.1 Recruitment

The Municipality 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 Municipality 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 Municipality's policies for accommodating employees with disabilities as part of their offer of employment.

5.5.2 Employee Supports

The Municipality will 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 Municipality will provide this information to new employees as soon as practicable after they begin their employment, and updated information will be provided to all employees whenever there is a change to existing policies on the provision of job accommodations.

The Municipality will work with an employee(s) with a disability to find the appropriate accommodation to meet the individual's needs, which may include the development of an individual Accommodation Plan.

5.5.3 Access Formats and Communication Supports for Employees

Upon an employee's request, and completion of the *Form A - Request for Information and Assistance in an Alternative Format (See Appendix G)*, the Municipality shall consult with the employee to provide for or arrange for the provision of accessible formats and communications supports for:

- a. information that is needed to perform the employee's job; and,
- b. information that is generally available to employees in the workplace.

The Municipality will consult with the employee making the request to determine the suitability of an accessible format or communication support.

5.5.4 Workplace Emergency Response Information

If an employee's disability is such that workplace emergency response information is necessary and the Municipality 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(s) 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 Municipality reviews its general emergency response plan. The process established to allow communication between the Municipality and its employees regarding Workplace Emergency Response matters is as follows:

- a. The employee's Supervisor will distribute the initial *Workplace Emergency Identification Memo - Form A* to employees upon hiring or orientation.
- b. Employees who have identified a need to either their Supervisor will be asked to complete *Employee Emergency Information Worksheet - Form B* to help identify barriers that could arise in an emergency situation and provide suggestions on how to overcome them. The Supervisor will meet with the employee and will determine the type of accommodations and/or alternative format of emergency information documentation requested.
- c. The Supervisor will develop documented *Individualized Emergency Response Information Plan - Form C*, for the employee with disabilities who identify need for assistance during an emergency. These plans shall include information regarding accessible formats and communications supports. During this step, the Supervisor will obtain the employee's consent, and share this information with anyone designated to help them in an emergency.
- d. Copies of all completed forms are to be provided to the Payroll-Human Resources staff to be placed in the employee's personnel file. The

employee and the Supervisor should retain copies as well.

- e. In addition, the Supervisor will review or offer the *Workplace Emergency Identification Memo - Form A*, in the following circumstances:
- i. Any new hires included on the New Hire Checklist;
 - ii. When an employee changes work location (if/as required);
 - iii. When the employer reviews the employee overall;
 - iv. Accommodation needs change (as required or on a review schedule set by and at the discretion of the Supervisor and employee).

5.5.5 Return to Work Process

The Municipality has 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 outlines the steps that the Municipality shall take to facilitate the employee's return to work.

See Health and Safety Policy for "Early and Safe Return to Work Program"

5.5.6 Redeployment

Redeployment may mean the reassignment of employees to other departments within the organization as an alternative to a "layoff", when a job or department has been eliminated, changed or a pandemic arises. If the Municipality uses redeployment processes, staff will take into account the accessibility needs of its employees.

5.5.7 Performance Management and Career Development

The Municipality will consider the accessibility needs of its employees with disabilities as well as any individual accommodation plans when using performance management tools or providing advancement opportunities.

5.6 Transportation Standard

The Municipality of Wawa is committed to ensuring that people with disabilities have information on accessible public transportation services available within the Municipality.

5.6.1 Taxi Cab Services

Owners and operators of taxicabs licensed by the Municipality are prohibited from charging additional fares or fees to persons with disabilities or for the storage of mobility aids or mobility assistive devices. Additionally, they are also required to have vehicle registration and identification posted on the rear of the vehicle, available in an accessible format, upon request.

5.6.2 On-Demand Specialized Transportation Services

Any Contractor/Operator of municipal transit shall ensure compliance with the requirements of the IASR legislation, and any policies in effect that the Operator and/or Municipality may have related to:

- a. Origin to destination services
- b. Service delays
- c. Companions & children
- d. Fares
- e. Hours of Service

5.7 Built Environment, Design of Public Spaces Standards

The Built Environment Standard helps to remove barriers for persons with disabilities in outdoor public spaces and buildings.

5.7.1 Design of Public Spaces

Ontario Regulation 413/12 made under the Accessibility for Ontarians with Disabilities Act, 2005, was published on December 17, 2012. As a public sector organization, this Part applies to the Municipality of Wawa and applies, except as otherwise specified, to public spaces that are newly constructed or substantially redeveloped on and after January 1, 2016.

5.7.2 Ontario Building Code

On December 27, 2013, Ontario regulation 368/13 was filed to amend the new 2012 Building Code, O. Reg. 332/12. The effective date of the amendment is January 1, 2015.

The amended requirements will substantially enhance accessibility in newly constructed buildings and existing buildings that are to be extensively renovated.

5.7.3 Site Plan Control

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) allows provisions for the Municipality to request site plans and drawings described in Section 41 of the Planning Act, to review the Site Plan Control Guidelines (See Appendix L), including an Accessible Design Checklist, is available to ensure that developments being approved under the site plan control process are accessible and have regard for persons with disabilities.

5.8 Responsibilities

The Clerk is responsible for reviewing the Corporate Accessibility Policy and recommending amendments to ensure on-going compliance with regulated accessibility standards and legislated obligations.

- a. Municipal Council shall approve the Corporate Accessibility Policy.
- b. The Clerk will provide advice on the implementation of the Corporate Accessibility Policy.
- c. Supervisors shall ensure training is provided to new employees and existing staff on legislation applicable to Accessibility, as well as the Corporate Accessibility Policy and its provisions.
- d. Supervisors shall ensure that they and their staff are familiar with and comply with the Corporate Accessibility Policy and its provisions.
- e. Councillors, Employees, Board/Committee members, Volunteers and third-party contractors are responsible for adhering to the parameters of the Corporate Accessibility Policy and for ensuring needs of persons with disabilities are addressed in goods, services, programs and facilities.

6. Review

This policy shall be reviewed by each term of Council or as determined necessary by Council, CAO or the Clerk.

7. Policy Adoption and Review Guidelines

Date of Adoption by Council	By-Law No.	Date of Most Recent Review by Council	Changes Made Yes/No
April 5, 2022	3489-22		

8. References to Other Policies or By-laws or Legislative Authority

Legislative Authority
Accessibility for Ontarians with Disabilities Act (AODA), 2005, S.O. 2005, c. 11
Accessibility Standards for Customer Service, O. Reg. 429/07
Integrated Accessibility Standards, O. Reg. 191/11
Human Rights Code, R.S.O. 1990, c. H.19

9. List of Appendices/Forms

No	Subject
A	Form A - AODA Feedback Notice
B	Assistive Device Instruction Manual
C	Form C - Contractor Accessibility Agreement
	Guidelines for Determining Contractor Training Requirement Contractor Training Requirement
E	Form E – Disruption of Services
F	Guidelines - Communicating with Customers
G	Form G – Request for Information and Assistance in an Alternative Format
H	Guidelines for the Formatting of Documents and Information
I	Form I – Memo Workplace Emergency Identification
J	Form J – Worksheet Employee Emergency Information
K	Form K – Memo Workplace Emergency Information
L	Form L - Site Plan Control Guidelines (include Accessible Design Checklist)
M	Form M - Plan Individualized Emergency Response Information



MUNICIPALITY OF WAWA

Accessibility Policy



Appendix 'A'

FEEDBACK NOTICE

Your Feedback Is Important!

The Municipality of Wawa aims to meet the needs of customers with accessibility needs. Comments and suggestions on the Municipality of Wawa's programs and services for those with accessibility needs are welcomed and appreciated.

Please send your suggestions for improvement and feedback to:

Phone: 705-856-2244 ext. 222
Email: info@wawa.cc
Mail: Clerk, Municipality of Wawa
40 Broadway Avenue
P.O. Box 500
Wawa, ON P0S 1K0
Website: www.wawa.cc

A response to nay feedback will be provided within 30 working days, in the same manner as the feedback was received. Concerns any person may have can also be discussed in-person with the municipal staff services individuals, requesting to speak to a Supervisor or arranging an appointment with the Municipal Clerk.



Form A - Feed Back Form

Thank you for visiting the Municipality of Wawa. We value all of our customers and strive to meet everyone's needs.

Please tell us the date and time of your visit:

Date:

Time:

AM

PM

Did we respond to your customer service needs today?

Yes No

Was our customer service provided to you in an accessible manner?

Yes (Please explain)

Somewhat (Please explain)

No (Please explain)

Did you have any problems accessing our goods and services?

Yes (Please explain)

Somewhat (Please explain)

No (Please explain)

Please add any other comments you may have:

Contact Information (Optional)

Name:

Date:

Telephone:

Email:



MUNICIPALITY OF WAWA Accessibility Policy



Appendix 'B'

Assistive Device Instruction Manual

WAWA TTY SERVICES

Bell Relay Service

Bell Relay Service allows communications over the phone with customers who use a TTY. A TTY is a telephone system used by people who are deaf or have hearing loss. Like a telephone, TTY's use telephone lines to communicate; however, the messages are typed into a keyboard rather than spoken and received visually on a monitor or print-out rather than heard. The TTY rings using flashing lights or vibrations.

For organizations that don't have TTY systems, Bell Relay acts as the link between TTY and telephone users, providing an operator who will receive typed messages from the TTY user and read them out to telephone user and then listen to the telephone user's messages and type them to the TTY user. This service is free and does not require users be Bell customers.

How it works:

To talk to a person who is deaf through the Bell Relay Service:

- Call 1-800-855-0511 (customers who are deaf and using TTY to call us, dial 711).
- Give the operator your name, area code and telephone number.
- Give the name, area code and telephone number of the person you are calling.
- Speak slowly so the operator can type what you are saying.
- The operator will place the call and tell you to go ahead when the person you are calling answers.

For more information visit http://www.bell.ca/Accessibility_services



MUNICIPALITY OF WAWA Accessibility Policy



Appendix 'C'

Guidelines for Determining Contractor Training Requirements

Legislative Requirements

Under Ontario Regulation 429/07 Accessibility Standards for Customer Service, and Ontario Regulation 191/11 the Integrated Accessibility Standards Regulation, the Municipality is required to ensure training of anyone interacting with the public on our behalf, or influencing the development of policies, practices and procedures, including full time, part time and contract employees; student interns; volunteers; contractors; councilors; committee members; and others.

Determining who to train should not just be based on a person's job description, it should be based on what the person does in practice on a regular basis. For example, a company contracted for garbage collection may not have customer service in their job description, however, members of the public may contact the company by phone or in person to ask questions; or the company may communicate with members of the public by leaving garbage items behind that are not disposed of properly, or by providing notices of changes in scheduled pick up, etc.

Contractor - Definition

A contractor refers to an external company or individual who is contracted to provide services for the municipality. This may include public works contractors that apply for contracts through tenders or RFP's; a cleaning company hired to clean the municipal building; a constructing company building a new building; a garbage collection company; consultant services; and so on. Employees in a contract position who are considered a part of the organization would typically be classified as employees, not contractors and would therefore be trained after hire during the typical orientation process.

Training Requirements

Accessibility Policy PR-006 states that the Municipality will ensure that its employees, volunteers, agents and others who deal with the public or other third parties on our behalf, or who are involved in developing policies, practices and procedures that govern the provision of our goods and services will have received or receive training on Policy PR-006 or AODA requirements. Municipal Policy states that contractors must provide documentation indicating that training in accordance with the requirements of Ontario Regulation 429/07 and Ontario Regulation 191/11 have been provided to all staff who will be providing goods and services on behalf of the Municipality. Whether a contractor meets the criteria for training will be at the discretion of the employee hiring the contracted company or individuals. The purpose of this guideline is to achieve consistency by offering questions to consider when determining contractor training requirements as well as a list of recommendations for common contracting companies and individuals.

Questions to Help Determine Contractor Status

- Is the contractor providing a service on our behalf?
- While working for us, will they interact with the public either formally (e.g. being the contact for questions or providing information) or informally (e.g. being stopped and asked for directions)?
- Are services being provided in a place the public typically go (e.g. park, sidewalks)?
- Are the services being provided during regular hours of operation?
- Are the contractors making any decisions regarding the provision of goods and services on our behalf (e.g. what garbage items will or will not be collected)?
- Are the contractors offering advice on any decisions regarding the provision of goods and services on our behalf (e.g. consultants)?

Sample of Contractors who may be excluded (situation dependent)

- Cleaning company that only cleans the municipal building after hours.
- Construction company that is building a new building, working on a construction site (which would be closed to the public), who does not answer inquiries or provide any information to the public and does not interact with third parties on our behalf.

Requests for Proposals (RFP)

When sending out an RFP, the Municipality will ensure to include a clause stating that successful bidders will be required to comply with the training requirements of the Accessibility Standards under the AODA, where applicable, such as;

"Prior to the commencement of any work under this contract, the successful bidder will also be required to provide training on the AODA Accessibility Standards and the Ontario Human Rights Code to all staff working on behalf of the Municipality of Wawa in compliance with the requirements of the Accessibility for Customer Service Regulation 429/07, section 6 and the Integrated Accessibility Standards Regulation 191/11, section 7. The Municipality will offer direction to appropriate training resources and may, at its discretion, provide such training if deemed feasible and appropriate."

Contractors should be requested to sign-off on Form C (Appendix "D"), stating that they have read our policy and have met the training requirements for their staff.



Form C - Contractor Accessibility Agreement

Contractor Name: _____

Name of Contact Person: _____ (please print)

Accessible Customer Service Policy:

- I have received and read the Municipality of Wawa Accessible Customer Service Policy. I understand that I am fully responsible for ensuring that all of our staff and subcontractors comply with all necessary rules and regulations outlined therein and with all applicable Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Regulations.

Accessible Customer Service Training:

- I confirm that all staff and subcontractors providing goods and services to the public or third parties on behalf of the Municipality of Wawa have received Accessible Customer Service training in compliance with Regulation 429/07 Accessible Standards for Customer Service of the AODA.

Signature

Date

Please Sign, Date and Return this Form to Your Wawa Contact



Form E – Notice of Service Disruption

Please be advised of a disruption to:
Reason for disruption:
This service will be unavailable for the period of:
Alternative facilities or services:
For more information or service accommodation, please contact:



MUNICIPALITY OF WAWA Accessibility Policy



Appendix 'F'

Accessibility Guidelines for Communicating with Customers with Disabilities

Contents

Serving Customers with Disabilities	9
Serving Customers with Disabilities over the Phone	10
Serving Customers with Vision Disabilities.....	10
Serving Customers with Hearing Loss or Deafness	11
Serving Customers who are Deaf-Blind	12
Serving Customers with Physical Disabilities	12
Serving Customers with Speech or Language Impairments.....	13
Serving Customers with Learning Disabilities	14
Serving Customers with Intellectual or Developmental Disabilities.....	14
Serving Customers with Mental Health Disabilities	15
Introduction: Accessibility Guidelines for the Formatting of Documents	18

Serving Customers with Disabilities

Accessible customer service is for everyone. It's about taking the time with each and every customer, regardless of level of ability, to ensure that their service needs are being met. Rather than serving in a standardize fashion, be flexible and individualized in your approach. Remember, treating all your customers with individual respect and courtesy is at the heart of excellent customer service.

The following guide will offer some tips on how to serve customers with disabilities in general, over the phone, and according to specific disabilities. Remember, not every customer with a particular disability is the same and there is no one standardized way to serve customers with particular disabilities. This is just a guideline to help you feel more comfortable and prepared in providing accessible customer service.

When serving a customer, it is not necessary to diagnose which disability(ies) they have in order to serve them, rather keep this information in the back of your mind and always use an individualized approach, asking each customer "how may I help you?" or "can I help you?"

Here are some ways you can provide better service to your customers with disabilities:

- Treat people with disabilities with the same respect and consideration you have for everyone else.
- Patience, optimism, and a willingness to find a way to communicate are your best tools.
- Smile, relax, and keep in mind that people with disabilities are just people.
- Don't make assumptions about what type of disability or disabilities a person has.
- Some disabilities are not visible. Take the time to get to know your customers' needs.
- If you're not sure what to do, ask your customer, "May I help you?"
- If you can't understand what someone is saying, just politely ask again.
- Ask before you offer to help - don't just jump in. Your customers with disabilities know if they need help and how you can provide it.
- Look at your customer, but don't stare. Speak directly to a person with a disability, not to their interpreter or someone who is with them.
- Use plain language and speak in short sentences.
- Be flexible in where and how you offer your services.

Serving Customers with Disabilities over the Phone

Here are some ways you can provide better service to your customers with disabilities when providing service over the phone:

- Speak normally, clearly and directly.
- Don't worry about how their voice sounds. Concentrate on what's being said.
- Be patient, don't interrupt and don't finish your customer's sentences. Give your customer time to explain him/herself.
- Don't try to guess what your customer is saying. If you don't understand, don't pretend. Just ask again.
- If you're not certain what was said, just repeat or rephrase what you've heard.
- If a telephone customer is using an interpreter or a TTY line, just speak normally to the customer, not to the interpreter.
- If your customer has great difficulty communicating, make arrangements to call back when its convenient to speak with someone else

Serving Customers with Vision Disabilities

Vision disabilities range from slightly reduced vision to total blindness. A person with reduced vision may have trouble reading street signs, recognizing faces, or judging distances. They may have a very narrow field of vision, be unable to differentiate colours, have difficulties navigating or seeing at night or require bright lights to read. Most people who are legally blind have some vision. Tips for serving customers with vision disabilities:

- Identify yourself when you approach your customer and speak directly to them.
- Speak normally and clearly.
- Never touch your customer without asking permission, unless it's an emergency.
- If you offer assistance, wait until you receive permission.
- Don't touch or address service animals.
- If you're giving directions or verbal information, be precise and clear.
- Don't just assume the individual can't see you.
- Show t to a chair or guide them to a comfortable location.
- Identify landmarks or details to orient your customer to the environment around them.

Serving Customers with Hearing Loss or Deafness

Hearing loss includes problems distinguishing certain frequencies, sounds or words, ringing in the ears and total (profound) deafness. A person who is deaf, deafened or hard-of-hearing may be unable to use a public telephone, understand speech in noisy environments, or pronounce words clearly enough to be understood by strangers.

Tips for serving customers with hearing loss:

- Always ask how you can help. Don't shout.
- Attract the customer's attention before speaking. The best way is a gentle touch on the shoulder or gently waving your hand.
- Make sure you are in a well-lighted area where your customer can see your face.
- Look at and speak directly to your customer. Address your customer, not their interpreter.
- If necessary, ask if another method of communicating would be easier, for example a pen and paper.
- Don't put your hands in front of your face when speaking.
- Be clear and precise when giving directions, and repeat or rephrase if necessary. Make sure you have been understood.
- Any personal (e.g., financial) matters should be discussed in a private room to avoid other people overhearing.
- Be patient. Communication for people who are deaf may be different because their first language may not be English. It may be American Sign Language (ASL).
- If the person uses a hearing aid, try to speak in an area with few competing sounds.

Serving Customers who are Deaf-Blind

Deaf-blind is a combination of hearing and vision loss. It results in significant difficulties accessing information and performing activities of daily living. Deaf-blind disabilities interfere with communication, learning, orientation and mobility. Individuals who are deaf-blind communicate using various sign language systems, Braille, standard PC's equipped with Braille displays, telephone devices for the deaf-blind and communication boards. They navigate with the aid of white canes, service animals, and electronic navigation devices. People who are deaf-blind may rely on the services of Interveners who relay and facilitate auditory and visual information and act as sighted guides. Interveners are skilled in the communication systems used by people who are deaf-blind, including sign language and Braille. Tips for serving customers who are deaf-blind:

- Don't assume what a person can or cannot do. Some people who are deaf-blind have some sight or hearing, while others have neither.
- A customer who is deaf-blind is likely to explain to you how to communicate with them or give you an assistance card or a note explaining how to communicate with them.
- Speak directly to your customer as you normally would, not to the intervener.
- Identify yourself to the intervener when you approach your customer who is deaf-blind.
- Don't touch or address service animals.
- Never touch a person who is deaf-blind suddenly or without permission.

Serving Customers with Physical Disabilities

Physical disabilities include minor difficulties in moving or coordinating a part of the body, muscle weakness, tremors and in extreme cases, paralysis in one or more parts of the body. A person may have a physical disability from birth, such as Spina Bifida; they may have a physical disability that they are born with but that does not present itself until later in life, such as arthritis; or they may have a physical disability that they have acquired from an injury, such as tendonitis. Physical disabilities may be constant, intermittent (come and go, e.g., Multiple Sclerosis), or temporary (e.g. a broken leg). Physical disabilities may affect an individual's ability to hold a pen; twist a doorknob; walk, get in and out of vehicles; stand for extended periods of time; control the speed or coordination of movements; balance; move one's arms or legs fully; climb stairs; reach, pull, push or manipulate objects; or strength and endurance. Tips

for serving customers with physical disabilities:

- Speak normally and directly to your customer. Don't speak to someone with them.
- Be patient. Customers will identify their needs to you.
- Wheelchairs and other assistive devices are part of a person's personal space, don't touch, move or lean on them unnecessarily unless it's an emergency.
- Provide your customer information about accessible features of the immediate environment (automatic doors, accessible washrooms, etc.).
- Keep ramps and hallways free of clutter.
- Remove obstacles and rearrange furniture to ensure clear passage.
- If a counter is too high or wide, step around it to provide service.
- Provide seating for those who cannot stand in line.

Serving Customers with Speech or Language Impairments

Speech disability is a partial or total loss of the ability to speak. Typical disabilities include problems with pronunciation, pitch and loudness, hoarseness or breathiness, stuttering or slurring. People with severe speech disabilities sometimes use manual or electronic communication devices.

Tips for serving customers with speech disabilities:

- Just because a person has one disability doesn't mean they have another. For example, if a customer has difficulty speaking; don't assume they have an intellectual or developmental disability as well.
- If you don't understand, ask your customer to repeat the information or write it if necessary.
- Don't interrupt or finish your customer's sentences. Wait for them to finish.
- Be patient and polite, and give your customer whatever time he/she needs to get his/her point across. Making a customer feel rushed will just increase anxiety which often increases the speech difficulty.
- If you are able, ask questions that can be answered yes or no.
- If possible, communicate in a quiet area.
- Patience, respect and a willingness to find a way to communicate are your best tools.

Serving Customers with Learning Disabilities

Learning disabilities affect verbal and non-verbal information intake, retention, understanding, processing, organization and use. People with learning disabilities have average or above average intelligence, but take in and retain information and express knowledge in different ways. Learning disabilities affect reading comprehension and speed; spelling; the mechanics of writing; manual dexterity; math computation; problem solving; processing speed; the ability to organize space and manage time; and orientation, directions and way finding. Tips for serving customers with learning disabilities:

- Don't assume what a person can or cannot do. Just because a person may process information differently or slowly does not mean they are unintelligent. People with learning disabilities have average or above average intelligence; they just take in, process and express knowledge in different ways.
- Learning disabilities are generally invisible and ability to function varies greatly. Respond to any requests for verbal information, assistance in filling in forms.
- Patience and a willingness to find a way to communicate are your best tools.
- When you know that someone with a disability needs help, ask how you can best help.
- Speak normally and clearly, and directly to your customer.
- Take some time - people with some kinds of learning disabilities may take a little longer to understand and respond.
- Be courteous and patient and your customer will let you know how to best provide service in a way that works for them.

Serving Customers with Intellectual or Developmental Disabilities

Intellectual disability affects an individual's ability to think and reason. It may be caused by genetic factors, such as Down's Syndrome, exposure to environmental toxins, such as Fetal Alcohol Syndrome, brain trauma or psychiatric conditions. A person with an intellectual disability may have difficulty with understanding and using spoken or written information, understanding cause and effect, remembering information, articulating or recognizing emotions, problem solving and reasoning, and understanding social norms and appropriate social interaction. Tips for serving customers with intellectual disabilities:

- Don't assume what a person can or cannot do.
- Remember that the person is an adult and unless you are informed otherwise, can make their own decisions
- Use plain language and speak in short sentences.
- Make sure your customer understands what you've said.
- If you can't understand what's being said, don't pretend. Just ask again.
- Provide one piece of information at a time.
- Speak directly to your customer, not to their companion or attendant.

Serving Customers with Mental Health Disabilities

Mental illness is a collection of disorders characterized by symptoms such as extreme mood swings, disturbances in thought or perception, overwhelming obsessions or fears, or high levels of debilitating anxiety. It can take many forms; just as physical illness does.

A person experiencing mental illness may appear extremely uncomfortable and anxious in social situations, have sudden panic attacks, lack energy, have difficulty concentrating or making decisions, have rapid speech and racing thoughts, act impulsively, appear disorganized or distracted, make false statements or inappropriate comments, tell distorted or exaggerated stories, laugh inappropriately, exhibit blunt behaviour, or be perceived as pushy or abrupt. It is important not to take these behaviours personally and to keep in mind that a person may be acting in these ways because they are struggling with hallucinations, anxiety, mood disorders, side effects from treatment medication or other mental health disabilities. Tips for serving customers with mental health disabilities:

- Treat a person with a mental health disability with the same respect and consideration you have for everyone else.
- If a customer asks for services in a blunt or impolite manner, consider that they may be struggling with a mental illness; do not take it personally or become offended; serve them politely and respectfully despite their attitude towards you.



Form G - Request for Information and Assistance in an Alternative Format

Name	
Address	
Telephone	
Date of Request	
Email Address	

Request for information in an alternative format (in English)

Title of Document					
Department of Origin					
Date Required					
Format (please indicate with X)	Large Print (indicate font size)	Plain language	Electronic Copy	Audio	Braille

Request for American Sign Language Interpreter (ASL) Service:

Meeting	
Date Required	
Time Required	
Duration of meeting	
Location of meeting	



MUNICIPALITY OF WAWA Accessibility Policy



Appendix 'H'

Contents

Introduction: Accessibility Guidelines for the Formatting of Documents.	18
Alternative Formats/Options for Print Resources	19
Read the Information to the Customer	19
Provide an Electronic Copy of the Document.....	19
Large Print.....	20
Convert Text to Audio	20
Braille	21
Plain Language	21
Other tips.....	22
Alternative Formats/Options for Print Resources	23
Writing the Information	23
Computer Screens	23
Assistive Listening Devices	24
American Sign Language (ASL) Interpreters.....	24
Resources	25
Braille Services	25
ASL Interpreters:.....	26

Accessibility Guidelines for the Formatting of Documents and Information

Accessibility Guidelines for the Formatting of Documents

Standard print documents are not accessible to all customers. Some customers with vision loss may require larger print, some customers who are blind may require brail, and some customers with learning disabilities may require an electronic copy so that they can use a personal computer program to read the document to them. Likewise, not all verbal information received in meetings is accessible and a person may require assistive listening devices, closed captioning or an American Sign Language (ASL) interpreter. As a municipality committed to accessible customer service, it is important that we take these varying needs into account, and are flexible in offering alternative formats of documents and information to customers who request them. When accommodating requests, please remember to offer all options available and respect the customer's right to choose which format will best help them to access your services in a way that preserves their dignity, independence, integration and offers equal opportunity.

This guide offers an explanation of alternative formats for print documents, along with considerations and directions around fulfilling requests. It also offers a list of resources for Braille and ASL interpreter services. Please remember to refer to the Municipality of Wawa Accessibility Policy No. PR-006, for policies and procedures on providing alternative formats. Also refer to **Form A: Request for Information and Assistance in an Alternative Format**, to be submitted when a request for alternative print formats or ASL interpreters is made. **Form A** can be located under Policy No. PR-006.

Alternative Formats/Options for Print Resources

Read the Information to the Customer

- Customers who cannot read a document due to learning disabilities or vision loss may appreciate having the document read to them.
- This option may work well for filling out forms, paying bills, or reading short notices.
- This option may not work well with lengthy documents, such as reports.
- Please read the document to the customer when requested, do not make them wait for you to serve other easier" customers first.
- Read all of the information word-for-word, offering explanation only as requested.
- Note that this option is not for everyone - it does not provide optimal independence and it may draw attention to the customer, which may make them feel uncomfortable.
- Note that **Form A** is not required for this request.

Provide an Electronic Copy of the Document

- Providing a customer with an electronic copy of a document allows them to use personal screen reader programs that will read the text to them; adjust font size, colour, contrast; or print on personal Braille printers.
- This option works only for customers with computer access.
- Electronic copies can be provided on memory stick, email, etc.
- Ask the customer what file type will work for them (e.g., Word, Excel, Rich Text Format (RTF)).
- If you have access to the document and are able to fill the request yourself, please do so and submit **Form A** to the Accessibility Coordinator for informational purposes, writing on the form that the request has been fulfilled.
- If you do not have access to the document, fill out and submit **Form A** and offer to email the document when ready. If they require the document on another format, offer to mail the document or they can return to pick it up. Indicate delivery preference on **Form A**.
- Let the customer know approximately how soon they will receive the document.

Large Print

- A customer with vision loss may require a document in a larger font size.
- This option works well with documents that are shorter and don't have a lot of formatting.
- This option may not work as well with very lengthy documents or documents with a lot of structured formatting.
- Documents should be changed to a larger size on the computer and reprinted, not blown up using a photocopier. Photocopy blow-ups are blurry and difficult to read.
- Ask the customer what font size they would like.
- If you have access to the document and are able to fill the request yourself, please do so and submit **Form A** to the Accessibility Coordinator for informational purposes, writing on the form that the request has been fulfilled.
- If you do not have access to the document, fill out and submit **Form A**. Offer to mail the document, or they can return to pick it up. Indicate delivery preference on **Form A**.
- Let the customer know approximately how soon they will receive the document.

Convert Text to Audio:

- Customers who cannot read a document due to learning disabilities or vision loss may appreciate having an audio version of documents.
- This option works well with reports, agendas, meeting minutes and in cases where Braille cannot be provided as soon as needed.
- This option does not work as well with documents such as budgets that include lots of tables, as it does not always read columns and rows well.
- Audio versions can be provided on memory stick, email, etc.
- When a request is made for an audio version, submit **Form A** to the Accessibility Coordinator. Documents can then be converted in-house using a program called Text Aloud.
- Ask the customer their preferred delivery preference (email, mail, coming back) and indicate on **Form A**.
- Let the customer know approximately how soon they will receive the document.
- When using Text Aloud, always test the document and correct any pronunciation errors.

Braille

- Braille is a system of small raised dots that are read using the fingertips and can be used to represent everything from words to math and music. For people with vision loss and blindness, it provides the tools to read and write independently, and helps build skills in spelling, grammar and punctuation.
- This option works well for shorter documents and for customers who read Braille.
- This option does not work as well for larger or time-sensitive documents and will not work for customers who do not read Braille.
- Documents in Braille cannot be converted in-house and will have to be sent out to a company that produces Braille documents.
- When a request is made for a document in Braille, submit **Form A** to the Accessibility Coordinator. Documents can then be made ready and sent out to a Braille printer.
- Always ask the customer what Braille grade level they read at and indicate on **Form A**.
- Let the customer know the document will be mailed to them and approximately how soon they will receive the document (typically at least a couple of weeks).
- If the information in the document is required before the Braille document will be ready, offer an alternative format in-place of the Braille or to use until the Braille is ready.
- The cost for the Braille conversion should be covered by the department of origin, not the customer.

Plain Language

- Often documents are written using wordy, technical terms that are difficult for readers to understand. Offering a document in plain language means translating it into language that is easy to read, understand and use.
- A document can be translated by verbally explaining what it means, or by offering a written copy that is re-written in plain language.
- This option works well for documents that include a lot of legal and technical jargon; particularly if you have summary documents in plain language readily available.

- This option does not work as well for standardized forms where consistency is required. Though in this case a verbal translation or written translation document that supports the individual in filling out the form as-is could be helpful
- Writing documents in plain language in the first place is the best option, but where not possible due to legal or technical requirements, consider having summary documents available.
- Plain language checklist:
 - Written for the average reader
 - Organize to serve reader's needs
 - Useful headings
 - Use 'you" and other pronouns to speak to the reader
 - Active voice
 - Short sections and sentences
 - Simplest tense possible (present is best)
 - Use base verbs
 - Omit excess words
 - Use concrete, familiar words
 - Use "must" to express requirements; avoid ambiguous word "shall"
 - Place words carefully: Avoid large gaps between the subject, verb and object; put exceptions last; place modifiers correctly
 - Uses lists and tables to simplify complex material
 - Use no more than two or three subordinate levels

Other tips:

- Do not use justified margins - the excess gaps make the article difficult to read
- Use bold, boxes, change in font size, or italics to highlight rather than all caps
- Use headers that describe the contents of sections
- Keep paragraphs simple - only one subject per paragraph
- Put the main message first
- Avoid redundancy
- Use short sentences, an active voice, and common everyday language

Alternative Formats/Options for Print Resources

Writing the Information

- If a customer has difficulty communicating verbally due to hearing loss or a learning disability, they may appreciate communicating with you through writing.
- This option may work well for communicating at service counters or at individual appointments.
- This option may not work well at public meetings or when there is a lot of information to be communicated.
- Always keep a notepad and pen at your desk or service counter.
- Take your time to ensure you print legibly.
- If you cannot read a customer's writing, politely ask them to write it again.

Computer Screens

- Having a laptop hooked up to a projector at meetings can be helpful for customers who have difficulty hearing or understanding verbal information.
- This option works well in meetings, allows you to print copies of the notes afterwards for customers who may need them, and also aids in minutes taking.
- This option may not work as well in meetings where seating arrangement and lighting do not allow for a clear view of a projector screen or for customers who want to know word-for-word what is being said.
- Information can be typed word-for-word, though that may be difficult to read.
- Instead, information can be summarized into salient points, but ensure there is enough information in a point that a person can understand what is being said.
- Follow the CNIB clear print guidelines:
 - Font type and size that is easy to read (e.g., Arial, 14pt or higher)
 - Black text on a white background or vice versa
 - No uppercase (use bold instead for emphasis)
 - Adequate spacing between lines

Assistive Listening Devices

- Assistive listening devices help customers with hearing loss to hear better by overcoming the challenges of distance, background noise and poor room acoustics. They work for both customers who use and do not use hearing aids.
- This option works well for public meetings, council meetings, committee meetings, lectures, and museums.
- This option will not work in locations that do not have the proper equipment.
- When hosting meetings, chose places that have FM systems available, familiarize yourself with the equipment and ensure all equipment is made available for the meeting (e.g., receivers, headsets).
- Advertise that your meetings have Assistive Listening Devices available.
- Have staff available to assist customers to set up the Assistive Listening Device.

American Sign Language (ASL) Interpreters

- Customers who are deaf, deafened or hard of hearing and communicate using American Sign Language (ASL) may appreciate having an ASL interpreter available.
- This option works well for scheduled public meetings or individual appointments.
- This option does not work for unscheduled meetings or over the counter service.
- When a request is made for an ASL interpreter, submit **Form A**. An ASL interpreter can then be scheduled. Please take down a customer's contact information, particularly email or phone number so that the availability of an interpreter can be confirmed.
- Appointments often need to be booked 2-4 weeks in advanced. If a request made with less than 2 weeks' notice, submit **Form A** to the Accessibility Coordinator, but warn a customer that there may not be an interpreter available and ask if there is an alternative format they wish to use if there is not one available.
- Costs of interpreters will be covered by the Municipality, not the customer. There is typically a 48-hour cancellation policy with interpreters to avoid cancellation charges. Cancellation charges will be covered by whichever party is responsible for the last-minute change.

Resources

Braille Services:

1. Braille Masters

Documents with lots of tables will cost more than a straight word document.

<https://www.braillemasters.com/>

Phone: (519) 432-8319

Email: info@braillemasters.com

Translation = \$0.75 per print page (grade one braille, and slightly less for grade two braille) (Confirmed pricing March 2022).

* one print page equals approximately two (2) Braille pages

2. CNIB Frontier Accessibility

<https://frontier-cnib.ca/>

Phone: [1-800-563-2642](tel:1-800-563-2642)

Email: info@frontier-cnib.ca

CNIB Frontier Accessibility provides Braille transcription service. It has integrated the Duxbury Braille Translator software with scanners, OCR software, high-speed interpoint (both sides of the page) Braille embossers and Broadband Internet connectivity.

Submit material on memory stick or by Email. For best results, files should be in either Microsoft Word or text (straight ASCII) format. You can also specify:

- Binder size (8.5 x 11") or paper size (11 x 11")
- Grade 1 or Grade 2 Braille
- Number of copies

ASL Interpreters:

1. Ontario Interpreting Services (OIS)

<http://www.chs.ca/> (Click on Services and scroll to Ontario interpreting Services)

The OIS Mandate is to increase accessibility by providing quality American Sign Language (ASL) English interpreting in a variety of life settings including:

- Medical
- Employment
- Social Services
- Personal Business
- Government Ministries and Agencies
- Education Related Business
- Legal

Sign Language Interpreters can be used in individual discussions, group meetings or for conferences.

Professional sign language interpreters are knowledgeable in the language and culture of both Deaf and hearing people. They provide communication in both ASL and spoken English.

Professional Deaf interpreters are knowledgeable in ASL, gesture, mime and/or other communication strategies to facilitate communication between a Deaf and a hearing consumer, and a hearing interpreter. A Deaf Interpreter (DI) will function as a member of the interpreting team.

The Interpreter will:

- Interpret the intent and spirit of everything that is signed and spoken
- Keep all information confidential
- Provide interpretation only. Interpreter will not give advice or their personal opinion on anything that is discussed
- Accept only those assignments for which they are qualified
- Arrive 15 minutes before the appointment so they can become familiar with the people and the situation
- Consult with the consumers about the set-up of the room, etc.

The consumer should:

- Arrive on time. The sign language interpreter will only wait a limited time, and then will leave. (Waiting time: 30 minutes for meetings up to 2 hours in length; 1 hour for assignments more than 2 hours in length)
- Give the sign language interpreter any materials that are available such as outlines, agendas, presentations or technical vocabulary. This information should be given before the appointment begins.
- Speak or sign at a normal pace.
- If chairing the meeting, make sure that only one person speaks or signs at a time.

How to Book a Sign Language Interpreter:

- Call the Canadian Hearing Society office, and ask for an OIS staff person.
- Give the OIS staff person the following information:
 - Name and telephone number of the consumers.
 - Date, time and location of appointment
 - Name and phone number of contact person for the interpreter
 - The purpose of the appointment
 - The number of people who will be present.
 - Special circumstances such as video recording, media coverage, etc.
- Call 2-4 weeks before your appointment. OIS needs as much notice as possible to book a sign language interpreter for you.
- Any assignment that is longer than two hours, or is complex, requires two sign language interpreters.

Cancellations

If you change or cancel your appointment, call OIS as soon as possible. Cancellations need to be made two business days before the appointment to avoid being charged a fee for a service.



MUNICIPALITY OF WAWA Accessibility Policy



Appendix I

RETURN TO WORK PROCESS - GUIDELINES

The Municipality of Wawa is committed to supporting employees who have been absent from work due to a disability. The following process will outline the return to work process.

Step 1. Initiate the leave and stay in contact with the employee

If an employee needs to take a disability leave, they will advise their Supervisor. The employee and Supervisor will maintain regular contact, with the employee's consent, to address any problems that may arise and facilitate the return to work process.

Step 2. Gather relevant information and assess individual needs

The employee and Supervisor will work together to share information and find the most appropriate accommodation that may be available.

Supervisor

- Provides the employee with return to work information
- Helps resolve any problems with treatment if requested to do so by the employee
- Maintains regular contact with the employee
- Ensures work practices are safe for returning employee
- Assists with identifying accommodations
- Assists with analyzing the demands of each job task

Employee

- Gets and follows the appropriate medical treatment
- Provides updates about their progress, including information about his/her functional ability to perform the job
- Provides his/her health care provider with the return to work information

Health care provider(s), union/workplace representative(s) and health and safety professional(s) may also participate in the process, if needed.

Step 3. Develop a return to work plan

After identifying the most appropriate accommodation, safety considerations and any transitional measures, a written plan will be prepared.

Depending on circumstances, the employee may:

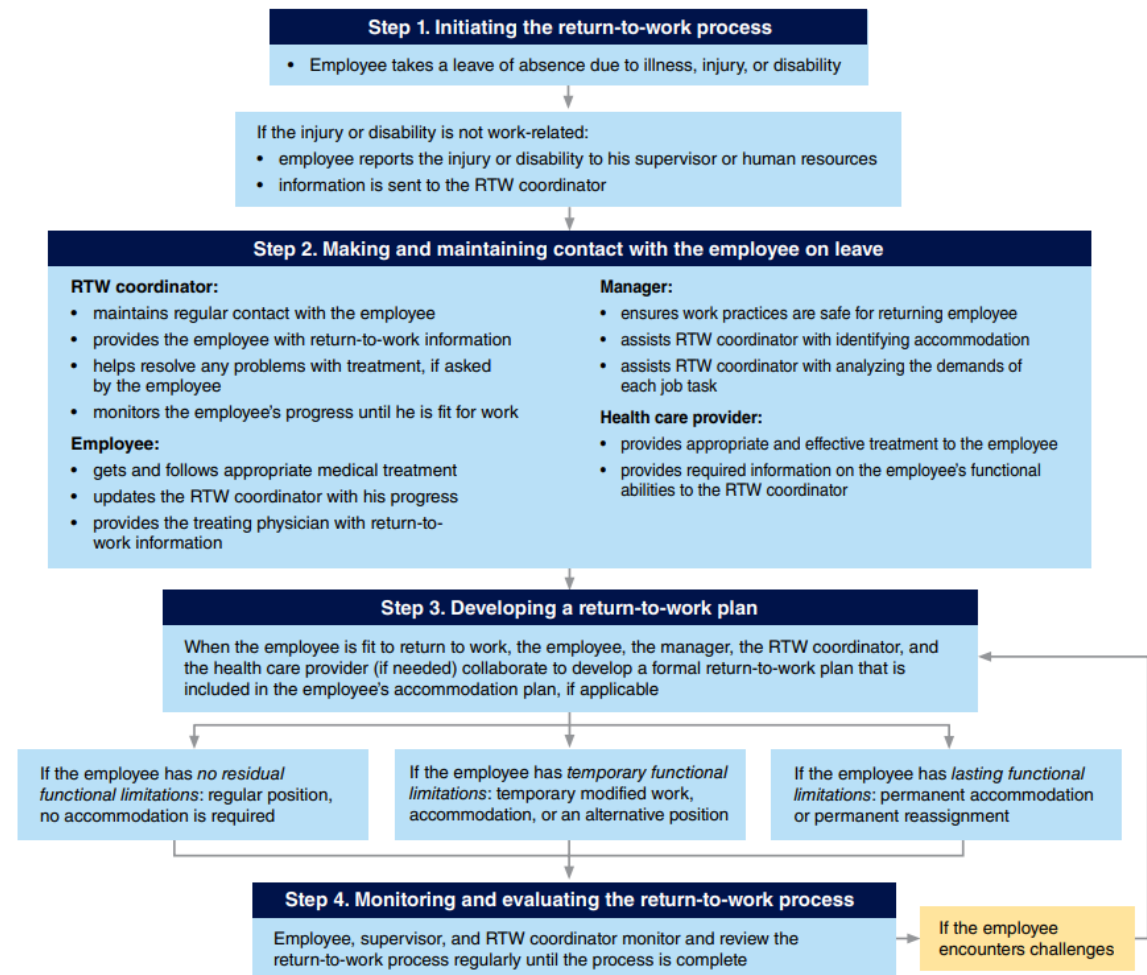
- return to the original position
- return to the original position with accommodation(s) on a temporary or permanent basis
- return to an alternate or modified position on a temporary or permanent basis
- not return at all if hardship is placed on the employer and/or the person cannot complete the fundamental requirements of the job or a position is not available.

Return to work will require the completion of an approved Physicians Return to Work Form that indicates the employee may work.

Step 4. Implement, monitor and update the plan

After implementing the return to work plan, the employee and Supervisor will monitor and review the plan regularly to ensure that it remains effective. If the accommodation is no longer appropriate, they will reassess the situation (step 2) and update the plan.

- * This return to work process does not replace or override any other return to work process outlined in any Collective Agreement or Municipal Policy.





Form I - Return to Work Process

Confidential when completed

Employee Information

Last Name	First Name
Title/Department	

Supervisor Information

Last Name	First Name
Title/Department	
Return to work plan start date (yyyy/mm/dd)	Return to work plan end date (yyyy/mm/dd)

Accommodations and transitional measures

List any limitations the employee experiences as a result of his/her disability, how it affects different aspects of his/her job and any accommodations or safety measures required to help the employee return to work. Accommodations may include, but are not limited to:

- Modified work hours/days
- Modified work location
- Modified job requirements
- Assistive device(s)
- Additional support (e.g. colleagues helping with specific tasks)

If the measures will be phased in or out, include a start/end date.

Limitation	
Tasks/activities affected	
Accommodation	
Safety Considerations	
Start Date (yyyy/mm/dd)	End Date (yyyy/mm/dd)

Assignment to alternate position

Complete this section if the employee will not be returning to his/her original job. The assignment to an alternate position may be temporary or permanent.

Job Title	Length of assignment
Description of new position	
List any training requirements and safety precaution	

Comments / Notes

Use this section for any additional information (e.g. details of alternative work arrangements, budget code for accommodation costs, etc.)
--

Signature

Employee's Signature	Date (yyyy/mm/dd)
Manager's Signature	Date (yyyy/mm/dd)



MUNICIPALITY OF WAWA

Accessibility Policy



Appendix 'J'

Accommodation Plan

The Municipality of Wawa is committed to providing accommodations for people with disabilities. When an employee with a disability requests an accommodation, the following process will be followed.

Step 1. Recognize the Need for Accommodation

The need for accommodation can be:

- requested by the employee through supervisor or through human resources; or
- identified by a medical professional and health benefits carrier.

Step 2. Gather Relevant Information and Assess Needs

The employee is an active participant in this step:

- Medical information regarding the employee is kept secure and confidential.
- The Supervisor and Health Benefits Carrier may ask for a functional capacity assessment from a Physician or approved medical professional.
- The employee and Supervisor, or the Benefit Carrier, will evaluate potential options.
- An external expert may be involved, at the company's expense.
- The employee can request the participation of a representative at all meetings.

Step 3. Write a Formal, Individual Accommodation Plan

Once the most appropriate accommodation has been identified, the accommodation details are written down in a formal plan, including:

- Accessible formats and communication support if requested;
- Workplace emergency response information if required;
- Any other accommodation that is to be provided.

If an individual accommodation is denied, the Supervisor will provide the employee with the reason for the denial, in an accessible format.

Step 4. Implement, Monitor, and Review the Accommodation Plan

The employee and Supervisor will regularly monitor the accommodation and plan;

- The accommodation plan is reviewed if the employee's work location or position changes.
- The accommodation is reviewed if the nature of the employee's disability changes.
- If the accommodation is no longer appropriate, the employee and the manager work together to gather relevant information and reassess the employee's needs in order for the employer to find the best accommodation measure (Step 2).



Form J - Accommodation Plan

Under section 28 (1) of the Employment Standard—Documented Individual Accommodation Plans—employers (other than small businesses) are required to develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. The form below can be modified and used by employers for this purpose.

Individual Accommodation Plan

Employee's name:

Date:

Employee's Title/Department

Manager:

Limitations	Job related tasks/activities affected by limitations	Is this an essential job requirement?

Sources of expert input into the individual accommodation plan (e.g., human resources manager, family doctor, specialist):

Accommodation measures are to be implemented from (start date) to (end date). If no end date is expected, the next review of this accommodation plan will occur on (review date). (The accommodation measure(s) should be reviewed annually, at a minimum).

Description of Accommodation Measure(s)

Which job requirements and related tasks require accommodation?	What are the objectives of the accommodation (i.e., what must the accommodation do to be successful)	Which accommodation strategies/tools have been selected to facilitate this task/activity?

Roles and Responsibilities

Outstanding actions to implement accommodation	Assigned to	Due Date

Additional Included Documents

Document	Yes	No
Emergency Plan	<input type="checkbox"/>	<input type="checkbox"/>
Accessible Communications	<input type="checkbox"/>	<input type="checkbox"/>
Return-to-work Plan	<input type="checkbox"/>	<input type="checkbox"/>



FORM K - MEMO WORKPLACE EMERGENCY INFORMATION

In an emergency... would you require assistance to evacuate the building or shelter-in-place?

At the Municipality of Wawa, we take employee safety seriously. If you have a medical condition or a disability, whether permanent or temporary, and may need help during an emergency, your Supervisor needs to know this.

To start the process, please fill out this form and deliver it to your Supervisor. Should you advise that you require assistance, your Supervisor will contact you and you will then be asked to complete a self-assessment form. You will also be involved in the development of individualized response information that will meet your needs in an emergency situation.

Please note that we do not need to know the details of your medical condition or disability - only the kind of help that you may need in an emergency. The information that you provide will be kept confidential and only shared with your consent and as necessary with, for example, individuals identified in your Plan.

Employee Name: _____

Location of work: _____

Name of Supervisor: _____

- I do require assistance at this time in an emergency.
- I do not require any assistance at this time in an emergency, and I understand that it is my responsibility to request such assistance should my needs change.

Employee Signature

Date

Once completed, please forward this Form to your Supervisor.



FORM L - WORKSHEET EMPLOYEE EMERGENCY INFORMATION

Please complete this worksheet to help us identify barriers that could arise in an emergency situation and provide suggestions on how to overcome them. Your input will help us to provide you with individualized emergency information.

The information collected is confidential and will only be shared with your consent. You do not have to provide details of your medical condition or disability, only the type of help you may need in an emergency.

Please inform your supervisor if you require assistance in completing this worksheet or would like it in an alternative format.

Employee Information

Name:	Date:
Department:	
Telephone:	Email:

Emergency Contact Information

Name:	
Telephone:	Email:
Relationship:	

Work Location

Where do you work:	
Address:	
Floor:	Room Locations:
Do you work in different places on a regular basis?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Please list the addresses, floors and room locations.	

Emergency Assessment

Do you have any needs related to the information below that could impede your ability to quickly respond to, evacuate or shelter-in-place in an emergency?	
a) <i>Mobility limitations, interference with walking, using stairs, use of a mobility device (i.e. wheelchair, walker, scooter, cane, crutches, etc.)?</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>
b) <i>Reduced energy, fatigue, tires easily</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>

Emergency Assessment con'd

c) Respiratory needs (due to temporary/permanent conditions or brought on by stress, exertion, exposure to dust, smoke etc.)	Yes <input type="checkbox"/> No <input type="checkbox"/>
d) Emotional, cognitive and concentration difficulties; confusion or disorientation?	Yes <input type="checkbox"/> No <input type="checkbox"/>
e) Communication needs (visual, hearing, speech)	Yes <input type="checkbox"/> No <input type="checkbox"/>
f) Require assistive technology or medication	Yes <input type="checkbox"/> No <input type="checkbox"/>
g) Other (please specify):	

Potential Emergency Response Barriers

Can you hear the fire/security alarm signal? <i>If no, what would help you to know the alarm was ringing/sounding?</i> _____ _____	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Can you activate the fire/security alarm system? <i>If no, what would help you sound the alarm?</i> _____ _____	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Can you talk to emergency staff? <i>If no, what would help you to communicate with them?</i> _____	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
a) What is your preferred method of communication in an emergency? _____	
Are you aware of the accessible emergency exits in your workplace?	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
a) Can you use the emergency exits? <i>If no, what would help you to exit the building?</i> _____	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
b) Could you find the exit if it was smoky or dark? <i>If no, what would help you find the exit?</i> _____ _____	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Can you exit the building by yourself? <i>If no, what would help you find the exit?</i> _____	
Are you aware of the designated emergency waiting areas in your workplace?	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>

<p>c) Does your mobility or assistive device fit in a designated emergency waiting area? <i>If no, what would help it fit, or is there a better location to consider?</i></p> <p>_____</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p>
<p>Could you find the exit if it was smoky or dark? If no, what would help you find the exit?</p> <p>_____</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p>
<p>Can you exit the building by yourself? If no, what would help you to get out?</p> <p>_____</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p>
<p>Would you be able to evacuate during a stressful and crowded situation? If no, what would help it fit, or is there a better location to consider?</p> <p>_____</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p>
<p>Can you read/access our emergency information? If no, what would help you to get out? _____</p> <p>_____</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p>
<p>If you need help to evacuate, what instructions do people need to help you with? Instructions _____</p> <p>_____</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p>
<p>If you need other accommodations in an emergency, please list them here.</p> <p>_____</p>	



FORM M - PLAN FOR INDIVIDUALIZED EMERGENCY RESPONSE INFORMATION

Instructions:

Supervisors are to use the information collected in the Employee Emergency Information Worksheet to create individualized emergency responses for each of their employees with a disability. Feel free to modify the form if an employee needs different types of accommodations for different types of emergencies. Please contact your Department Head and/or the CAO for assistance, if needed.

The information in this document is confidential and will only be shared with the employee's consent.

Individualized Workplace Emergency Response Information for:

Employee's name:	Date:
Employee's Title/Department	

Emergency Contact Information:

Name:	Telephone
Email:	Relationship:

Work Location (Repeat for other work locations)

Address:
Room Name/Number:

Emergency Alerts

_____ will be informed of an emergency situation by:
(Name of employee)
Existing alarm system:
Co-Worker:
Other (specify):

Assistance Methods

List types of assistance: _____
(i.e. staff assistance, transfer instructions, etc.)

Equipment Provided

List any devices, where they are stored, and how to use them:

Employee Personal Emergency Preparedness Kit

Employee Personal Emergency Preparedness Kit required? <i>(At employee's discretion and responsibility to supply)</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
--	------------------------------	-----------------------------

List Contents: *(i.e. emergency supply of medication, food for specific dietary needs, personal assistive equipment and batteries, emergency health & contact info. etc.)*

Location of Employee's personal Emergency Preparedness kit:

Evacuation Route and/or Procedure

Alternate Evacuation Route. Where applicable, attach site map and/or fire safety plan and identify meeting location.

Provide a step-by-step description, beginning from the first sign of an emergency

Emergency Assistance Network (EAN)

Does the employee request and consent to assistance from co-workers?
 Yes No

If yes, establish a network of co-workers who can assist you with a disability during an emergency. Members of the EAN should:

- Be physically and mentally capable of performing the task and not require assistance themselves
- Work close to the same hours in the same area as the person they are assisting
- The employee requiring the WERP (Workplace Emergency Response Plan) should be involved in selecting those who will be notified to assist during an emergency

A minimum of 2 people is recommended for the Emergency Assistance Network

The following people have been designated to help in an emergency:

Name	Location and/or Contact Information	Type of Assistance

Acknowledgement & Release

Reason for Review:	
<input type="checkbox"/> New Hire	<input type="checkbox"/> Change in workplace location
<input type="checkbox"/> Change in employee's condition	<input type="checkbox"/> Review of Emergency Policy

Next Review date (if applicable): _____
Date

Supervisor Signature _____ **Date** _____

I acknowledge that the information contained on this form is accurate and hereby authorize the Municipality of Wawa to release applicable personal information contained within my Employee Workplace Emergency Response Plan to designate individuals within my Emergency Assistance Network in the event of an emergency situation.

Employee's Signature _____ **Date** _____

PLEASE ENSURE THAT THE ORIGINAL COMPLETED EMPLOYEE WORKPLACE EMERGENCY RESPONSE FORM (WITH ATTACHMENTS) IS SENT TO THE CHIEF ADMINISTRATIVE OFFICER (CAO) TO BE HELD IN THE EMPLOYEE'S PERSONAL FILE AND THAT THE EMPLOYEE AND SUPERVISOR ALSO RETAIN A COPY.

All personal information collected on this form and any attachments herein will be used for Employee Workplace Emergency Response purposes only and will remain confidential as per MFIPPA unless written consent is obtained from employee.