



**THE CORPORATION OF THE TOWN OF WASAGA BEACH**  
**POLICY MANUAL**

<b>SECTION NAME:</b> ADMINISTRATION	<b>POLICY NUMBER:</b> 2-4
<b>POLICY:</b> Accessibility Policy	<b>REVIEW DATE:</b> October 2022
<b>EFFECTIVE DATE:</b> February 20, 2018	<b>REVISIONS:</b>
<b>ADOPTED BY BY-LAW NO:</b> 2018-20	<b>ADMINISTERED BY:</b> Clerk's Department

**PURPOSE**

The purpose of this policy is to outline the requirements established under the Integrated Accessibility Standards (IAS), Ontario Regulation 191/11 of the *Accessibility for Ontarians with Disabilities Act, 2005*, and to develop, implement and maintain policies, procedures and best practices which govern how the municipality will achieve accessibility.

The accompanying procedures will set out the actions the Corporation of the Town of Wasaga Beach (the Town) will undertake to comply with these requirements.

**STATEMENT OF COMMITMENT**

The Town of Wasaga Beach is committed to developing, implementing, maintaining, and enhancing accessibility in the municipality for all residents with disabilities, in a manner that:

- Respects the individuals' dignity and independence;
- Provides an equal opportunity to utilize, and benefit from, the Town's goods, services and facilities; and
- Allows persons with disabilities to benefit from the same facilities, goods and services at the same time, and location, as all other residents.

The Corporation of the Town of Wasaga Beach is committed to meeting the accessibility needs of people with disabilities in a timely manner and shall use reasonable efforts to ensure that its policies and procedures are consistent with the following principles:

- The facilities, goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities;

- The provision of facilities, goods and services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the facilities, goods and services;
- Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the facilities, goods and services;
- Persons with disabilities may use assistive devices and/or support persons in the access of facilities, goods and services;
- Communication with a person with a disability shall be done in a manner that takes into account the person's disability.

## SCOPE

This policy applies to all persons who deal with members of the public on behalf of the Town of Wasaga Beach whether the person does so as an employee, member of Council or Board/Committee, volunteer, contractor, third-party, student on placement or otherwise.

## LEGISLATIVE AUTHORITY

This policy is legislated under Section 3 of the Integrated Accessibility Standards Regulation 191/11, which requires broader public sector organizations, including municipalities, to develop, implement and maintain policies, procedures, and best practices governing how they will meet the requirements set out within the Regulation.

The following requirements are intended to support the purpose and application of the *Ontario Human Rights Code*. At no time will this policy replace or supersede the rights afforded to persons with disabilities under the Code.

## DEFINITIONS

**Accessible Formats:** May include, but are not limited to, large print, plain language, recorded audio, or electronic, such as Word, PDF, Rich Text, TIFF or HTML formats, Braille, assistive devices, sign language or interpretation and other formats usable by persons with disabilities.

**Assistive Device:** May be either a "mobility" assistive device or a "medical aid". A mobility assisted device can be a cane, walker or similar aid and a medical aid may include respirators and portable oxygen supplies.

**Barrier:** Anything that prevents a person with a disability from fully participating in all aspects of society because of his/her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

**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 communication.

**Communications:** The interaction between two or more persons or entities, or any combination of them, where information is provided, sent, received or understood.

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

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device.
- b) a condition of mental impairment or a developmental disability,
- c) a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

**Employment Life Cycle:** Processes involved in designing a job, identifying the essential duties, recruiting and hiring a person to do the job, retention of the employee and termination.

**Kiosk:** An interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.

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

**Service Animal:** An animal that can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal, or the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:

- A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
- A member of the College of Chiropractors of Ontario.
- A member of the College of Nurses of Ontario.
- A member of the College of Occupational Therapists of Ontario.
- A member of the College of Optometrists of Ontario.
- A member of the College of Physicians and Surgeons of Ontario.
- A member of the College of Physiotherapists of Ontario.
- A member of the College of Psychologists of Ontario.
- A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

**Support Person:** In relation to a person with a disability, a support person is another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

**Third Party:** A representative of a business or organization who is receiving municipal goods or services or acting in an official capacity. Examples include, but are not limited to, Provincial inspectors, vendors, or local media.

**Town:** The Corporation of the Town of Wasaga Beach, its elected and appointed officials, its agencies, boards, commissions and advisory committees.

## **INTEGRATED ACCESSIBILITY STANDARDS REQUIREMENTS**

The following requirements are mandated under the Integrated Accessibility Standards, and must be fulfilled by the Town in order to comply with this Regulation:

### **1. General**

#### **a) Accessibility Plans**

The Town shall establish, maintain and update a Multi-Year Accessibility Plan outlining a corporate strategy for identifying, removing, and preventing barriers for people with disabilities, and meeting the requirements set out in the Regulation. The Plan will be updated at least once every five years.

An annual status report will be prepared on the progress and measures taken to implement to strategy referenced in the Plan.

In accordance with the AODA these documents will be posted on the Town's website and provided, upon request, in an accessible format.

#### **b) Procuring or Acquiring Goods, Services, or Facilities**

When procuring or acquiring goods, services, or facilities, the Town shall incorporate accessibility criteria, features and standards into relevant policies, practices, procedures, by-laws, and/or specifications, except when it is not practicable to do so. The Town will provide an explanation, upon request, when it has not been practicable to incorporate accessibility features.

#### **c) Training**

The Town shall provide training, to all employees, volunteers, elected officials, all persons who participate in developing the Town's policies, and provide goods, services or facilities on behalf of the Town, on the requirements of the accessibility standards within the Regulation, and the *Ontario Human Rights Code*, as they pertain to persons with disabilities. Furthermore, training shall be appropriate to the duties of employees and volunteers. Third party contractors shall continue to be trained as part of the

Town's procurement process. Training will be provided as soon as practicable, as well as on an ongoing basis as changes occur to the Town's policies.

#### **d) Self-Service Kiosks**

The Town shall incorporate accessibility features when designing, procuring, or acquiring self-service kiosks. Accessibility features may include, but are not limited to:

- Braille and/or tactile buttons and numbers
- An earphone plug-in for audio commands
- Large screen displays
- Adequate clearance for a wheelchair or scooter under the kiosk

\*The Town currently does not operate any self-serve kiosks.\*

## **2. Information and Communication Standard**

To comply with the Information and Communication Standard requirements of the IAS, the Town will:

### **a) Communicating with Persons with Disabilities**

When communicating with a person with a disability, employees shall do so in a manner that takes into account the person's disability.

Should the Town be requested to provide a person with a disability a public document or information, the Town will take into consideration the communication needs of the person with the disability and provide the document or information in a format that is agreed upon by the person with the disability.

In order to assist persons with disabilities to access our services, employees can:

- Ask how they can help
- Offer a variety of methods of communication and how to interact with persons with disabilities.
- Understand the nature and scope of the service offered.

If one form or method of communication cannot be used by a person with a disability, the Town will do their best to provide another form or method, or a combination.

### **b) Accessible Formats & Communication Supports**

The Town will notify the public about the availability of accessible formats and communication supports, upon request, by including a notice on its

website and documents produced.

The Town will, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner that takes into account the person's accessibility needs due to disability, and at a cost that is no more than the regular cost charged to other persons.

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

**c) Feedback**

The Town will ensure that feedback processes are accessible to persons with disabilities by providing or arranging for the provisions of accessible formats and communications supports, upon request. Feedback can be received online, through writing or verbally.

**d) Accessible Websites and Web Content**

The Town will ensure the official Municipal website and web content conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG). Except where meeting this requirement is not practicable, this conformity applies to websites, web content and web-based applications that are controlled directly or through a contractual relationship that allows for the modification of the product and to web content.

**e) Emergency Procedure, Plan or Public Safety Information**

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

**3. Employment Standard**

To comply with the Employment Standard requirements of the IAS, the Town will identify, prevent and remove barriers across the employment life cycle for people with disabilities. Further, the Town will adopt or amend any personnel policy impacted by the IASR and AODA.

**a) Recruitment**

Through the recruitment process, all interested applicants will be notified about the availability of accommodations for applicants with a disability. A standard statement of commitment will be provided on all Township job postings.

During the recruitment process, applicants selected for an assessment or selection process will be notified that accommodations are available upon request. If an applicant requests an accommodation, the Town will provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs. The decision as to which accommodation is to be provided rests with the municipality.

When making offers of employment, the Town will notify the successful applicant of its policies for accommodating employees with disabilities.

#### **b) Accessible Formats and Communication Support for Employees**

The Town will inform employees of its policies used to support employees with disabilities. This information will also be provided to new employees as soon as practicable after they begin their employment. Any changes to policies will be communicated to all applicable employees through communication channels or through formats that take into account the employee's disability, as requested.

The Town will consult with the employee to provide or arrange for the provision of accessible formats, and communication supports that an employee may need to perform their work. This will also include the communication of information needed while performing in the workplace.

The Town will consult with the employee making a request for an accessible format or communication support to determine the suitable format. The final determination as to which accessible format or communication support acquired will rest with the Town.

#### **c) Workplace Emergency Response Information**

At the written request of the employee, the Town will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the Town is aware of the need for accommodation.

If an employee requested an Individualized Workplace Emergency Response Plan and identified the need for assistance from a colleague(s), the Town will provide the information to the designated colleague(s). This information will be provided to the designated colleague(s) as soon as practicable after the Town becomes aware of the need for accommodation.

The employee's Individualized Workplace Emergency Response Plan will be reviewed when:

- The employee moves to a different location in the organization.
- The overall accommodation needs of the employee changes (as notified to the Town by the employee).
- The Town's general emergency response policies are reviewed.

**d) Documented Individual Accommodation Plans**

A written process for the development and maintenance of documented individual accommodation plans shall be developed for employees with disabilities. If requested, these plans shall include:

1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan;
2. The means by which the employee is assessed on an individual basis;
3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved;
4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan;
5. The steps taken to protect the privacy of the employee's personal information;
6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done;
7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee;
8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.
9. if requested, include any information regarding accessible formats and communications supports provided;
10. if required include individualized workplace emergency response information; and
11. identify any other accommodation that is to be provided.

**e) Return to Work Process**

The Town shall have in place a documented return to work process for employees returning to work due to disability and requiring disability related accommodations. This return to work process shall outline the steps that

the Town may make to facilitate their return to work and use a documented individual accommodation plan as part of the process. The Town will continue to maintain its commitment to make every reasonable effort to provide temporary modified or suitable alternative duties to a worker who has been absent from work due to a disability.

**f) Performance Management**

The Town will take into account the accessibility needs of employees with disabilities and the Documented Individual Accommodation Plan during all performance management processes.

**g) Career Development and Advancement**

The Town will take into account the accessibility needs of employees as well as the Documented Individual Accommodation Plan when providing career development and advancement.

**h) Redeployment**

The Town will take into account the accessibility needs of employees as well as the Documented Individual Accommodation Plan when redeploying employees with disabilities.

**4. Transportation Standard**

To comply with the Transportation Standard requirements of the IAS, the Town will implement accessible transit service and facilities and adhere to the standard.

**a) Availability of Information on Accessibility Equipment**

The Town shall provide information on the accessibility features of its conventional and specialized transit services, and shall make this information available in an accessible format upon request.

**b) Non-Functional Accessibility Equipment**

In the event of non-functioning accessibility equipment on any of its vehicles, the Town shall provide an equivalent service to customers who rely on the accessibility equipment and service. The Town shall repair the accessibility equipment in a timely manner.

**c) Accessibility Training**

In addition to the general training requirements, set out in section 7 of the Integrated Accessibility Standards, the Town, or third-party service

provider, will provide accessibility training to all contracted conventional and specialized transit personnel. All training initiatives shall include:

- The safe use of accessibility equipment and features;
- Acceptable modifications to procedures in situation where temporary barriers exit or accessibility equipment on a vehicle fails; and
- Public Transit emergency response procedures that provide for the safety of persons with disabilities

**d) Public Transit Emergency Preparedness and Response Policies**

In addition to the emergency requirements set out in section 13 of the Integrated Accessibility Standards, the Town shall develop and implement emergency preparedness and response policies, for its conventional and specialized transit services, that provide for the safety of persons with disabilities, and shall make these policies available to the public.

**e) Fares**

At no time shall the Town require persons with disabilities, using conventional transit services, to pay a higher fare than persons without disabilities.

**f) Fares: Support Persons**

The Town shall not, at any time, require support persons to pay a fare when providing assistance to a person with a disability while traveling on its conventional or specialized transit. It is the responsibility of the person with a disability to identify their need for a support person while utilizing the Town's transit services.

**g) Accessibility Plan: Transit Services**

In addition to its corporate Accessibility Plan, the Town shall develop a similar plan for its conventional and specialized transit services. The Plan shall outline measures to identify, remove, and prevent barriers to persons with disabilities, shall identify the process for managing, evaluating and taking action on customer feedback, and shall be reviewed, through an annual public meeting, by persons with disabilities. For specialized transit services, the plan shall identify the process for estimating the demand for specialized services and develop steps to reduce wait times.

**Conventional Transit Services - General Requirements**

When providing conventional transit services, the Town shall ensure the following services are being offered, upon request, and that information, related to these services, is available, in an accessible format, upon request:

- Deploy lifting devices, ramps or portable bridge plates upon the request of a person with a disability;
- Ensure that adequate time is provided to persons with disabilities to safely board, be secured and de-board transportation vehicles and that assistance be provided, upon request, for these activities;
- Assist with safe and careful storage of mobility aids or mobility assistive devices used by persons with disabilities;
- Allow a person with a disability to travel with a medical aid free of charge

**a) Alternative Accessible Method of Transportation**

Except where not practicable to do so, if the Town should not provide specialized transit vehicle(s) it shall ensure that any person with a disability who, because of his or her disability, is unable to use the conventional transit vehicle, is provided with an alternative accessible method of transportation, unless there is an alternative specialized transit vehicle within the Town of Wasaga Beach.

**b) Transit Stops**

The Town shall ensure that persons with disabilities can board and de-board its conventional transit vehicles in a safe location, other than the designated transit stop, if the designated stop is deemed to be inaccessible, and the safe location is on the same route. When identifying a safe location, the Town shall take into consideration the preferences provided by persons with disabilities.

The Town shall develop a process for promptly reporting, to a designated authority, when a transit stop is temporarily inaccessible or when a temporary barrier exists.

The Town shall consult with the Wasaga Beach Accessibility Advisory Committee, the public, and persons with disabilities when developing design criteria for the construction, renovation, or replacement of bus stop areas and subsequent amenities.

**c) Storage of Mobility Aids**

The Town shall ensure that all mobility aids and mobility assistive devices are safely stored in the passenger compartment of its conventional transit vehicles, and be placed in easy reach of the person with a disability who uses the mobility aid or mobility assistive device where practicable. At no time shall the Town charge a fee for the storage of mobility aids or mobility assistive devices.

**d) Courtesy Seating**

The Town shall ensure that clearly marked courtesy seating for persons with disabilities is available on all of its conventional transit vehicles. This seating shall be located in close proximity to the front entrance door, and be identifiable through accessible signage.

**e) Service Disruptions**

In the event of a temporary service or route disruption, when the commencement of the disruption is known, the Town shall inform the public of the disruption, route detours, and communicate alternate accessible transportation services available, in a manner that takes into account the person's disability.

**f) Pre-boarding Announcements**

The Town shall, upon request, provide verbal pre-boarding announcements of routes, directions, destination, and next major stop, and provided on its transportation vehicle and shall satisfy the requirements of section 51 of the Integrated Accessibility Standards.

**g) On-board Announcements**

The Town shall provide electronic, visual, audible and verbal announcements, on all of its conventional transit vehicles, of all destination points or available route stops, while the vehicle is on route, or being operated, and shall satisfy the requirements of section 52 of the Integrated Accessibility Standards.

**h) Conventional Transit Technical Requirements**

In accordance with sections 53-61 of the Integrated Accessibility Standards, the Town shall adhere to the technical requirements related to:

- Grab Bars
- Floor and Carpeted surfaces
- Allocated mobility aid spaces
- Stop-requests and emergency response controls
- Lighting features
- Signage
- Lifting devices, etc.
- Steps
- Indicators and alarms

**Specialized Transit Requirements - Categories of Eligibility**

The Town shall establish three categories of eligibility for users of its specialized transit services – unconditional, temporary, and conditional, and shall take into

consideration the criteria, as outlined in section 63 of the Integrated Accessibility Standards, when establishing these categories.

**a) Eligibility Application Process & Emergency or Compassionate Grounds**

The Town shall develop an application process for determining eligibility for its specialized transit services, as outlined in section 64 of the Integrated Accessibility Standards. This process shall include procedures with criteria for applying on emergency or compassionate grounds, be reviewed on an annual basis, and shall not charge a fee for persons with disabilities applying to use this service.

**b) Fare Parity**

The Town shall ensure that the same pay structure is being used for both conventional and specialized transit services. Furthermore, the Town shall ensure that the same payment options are available for both conventional and specialized transit services.

**c) Visitors**

The Town shall incorporate criteria, related to visitors, into its eligibility process for specialized transit services, and provide this service to visitors if the visitor provides proof that they are eligible for specialized transit services within the jurisdiction for which they reside, or meet the eligibility criteria established by the Town of Wasaga Beach.

**d) Origin to Destination Services**

The Town shall provide origin to destination services, within its service area, that takes into consideration, and accommodates, the needs of persons with disabilities. This service shall apply to both specialized and accessible conventional transit services.

**e) Coordinated Service/ Hours of Service & Bookings**

Where specialized transit services are provided by other municipalities the Town shall facilitate coordinated service provision, and shall, in collaboration with other specialized transit service providers, determine appropriate transfer locations that take into consideration the needs of persons with disabilities.

The Town shall establish a process for accepting reservation bookings for its specialized transit services, and shall develop a method of accepting bookings that takes into consideration, and accommodates, the needs of persons with disabilities.

**f) Trip Restrictions**

The Town shall not, at any time, restrict the availability of its specialized transit services to persons with disabilities by limiting the number of trips a person with a disability can request, or implement any policies or procedures that restrict the availability of its specialized transit services.

**g) Service Delays**

The Town shall, when accepting reservation bookings, inform the person with a disability of any known service delays, and shall do so in an accessible method that takes into account the needs of the person.

**h) Companions and Children**

The Town shall allow companions of persons with disabilities to travel with the person, if space is available or does not deny service to another person with a disability, on its specialized transit services. Similarly, the Town shall allow children of the person with a disability to travel with the person if appropriate child safety restraints, if required, are available.

**i) Duties of Municipalities: Accessible Taxicabs**

The Town shall consult with the Wasaga Beach Accessibility Advisory Committee, the public, and persons with disabilities on the appropriate proportion of on-demand accessible taxicabs, and shall report on the progress being made to provide on-demand accessible taxicabs in its municipal Accessibility Plan.

By licensing taxicabs, the Town will ensure that brokers, owners and operators of taxicabs are:

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

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

**5. Design of Public Spaces Standard (Built Environment)**

The Design of Public Spaces Standards (Accessibility Standards for the Built Environment) applies to all new construction of, or major changes related to:

- Recreational Trails/Beach Access Routes
- Outdoor Public Use Eating Areas
- Outdoor Play Spaces
- Exterior Paths of Travel
- Accessible Parking
- Obtaining Services (service-related elements like service counters, fixed queuing lines and waiting areas)
- Maintenance of Accessible Elements

Organizations are not required to make changes to their existing public spaces. The standard only applies when organizations build new or make major changes to existing elements of public spaces.

Prior to undertaking any construction or upgrade project related to the specific requirements of the Accessibility Standard for the Design of Public Spaces, the Town will consult the *Accessibility for Ontarians with Disabilities Act, 2005* Ontario Regulation 191/11 Integrated Accessibility Standards Part IV.1 Design of Public Space Standards (Accessibility Standards for the Built Environment) and undertake consultation with the Town's Accessibility Advisory Committee, as required or as deemed appropriate.

## **6. Customer Service Standard**

To comply with the Customer Service Standards of the IAS, the Town will provide access to goods, services and facilities to people with disabilities, with particular consideration to the following areas:

### **a) Service Animals and Support Persons**

If the public has access to premises owned or operated by the Town, persons with a disability may be accompanied by a guide dog or other service animal and shall keep the animal with them if it is not otherwise excluded by law (i.e. *Health Protection and Promotion Act, R.S.O. 1990, C.H.7*). If a service animal is excluded by law from the premises, the Town will ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the Town's goods, services or facilities.

It should be noted that it is the responsibility of the person with a disability to ensure that his/her service animal is kept in control at all times.

Persons with disabilities may enter premises owned or operated by the Town with a support person and have access to the support person while on the premises. The support person may be permitted to attend at no charge where admission fees are applicable. Employees will communicate directly with the person with the disability and not the support person unless otherwise instructed. Confidential information (i.e. tax information, personal information) that is discussed in the presence of a support

person will be identified as such prior to the information being released, and the person with the disability will determine if the information can be released in the presence of the support person;

The Town may require a person with a disability to be accompanied by a support person where it is necessary to protect the health or safety of the person with the disability or others on the premises. Before making the decision, the Town shall:

- Consult with the person with a disability to understand their needs.
- Consider the health or safety reasons based on available evidence.
- Determine if there is no other way to protect the health or safety of the person or others on the premises.
- The Town will review any available resources that may be available to provide assistance to the person with a disability.
- The Town shall waive all fees of admittance (if one exists) for the support person(s).

#### **b) Assistive Devices**

A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from the Town's goods, services or facilities. Exceptions may occur in situations where the Town has determined the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises.

In these situations and others, the Town may offer a person with a disability other reasonable measures of assistance in obtaining, using and benefiting from the Town's goods, services or facilities, where the Town has such other measures available.

It is the responsibility of the person with a disability to ensure his/her assistive device is operated in a safe and controlled manner at all times.

#### **c) Notice of Temporary Disruptions (Goods, Services and Facilities)**

Temporary disruptions in Town services or facilities may occur due to reasons that may or may not be within the Town's control or knowledge.

If, in order to obtain, use or benefit from the Town's goods, services or facilities, persons with disabilities usually use other particular facilities or services and if there is a temporary disruption in those other facilities or services in whole or in part, the Town will make all reasonable efforts to provide notice of the disruption to the public.

The Notice (Appendix A) of the disruption must include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

In the event of a temporary service disruption that would limit a person with a disability from gaining access to Town facilities, goods or services, the Town will provide notice of the information in a conspicuous place at the affected facility, by posting it on the Town's website ([www.wasagabeach.com](http://www.wasagabeach.com)), customer reception, notice on entrance doors, or by such other method (i.e. media outlets) that as is reasonable under the circumstances.

**d) Training for Staff, etc.**

The Town of Wasaga Beach will ensure that every person who is an employee, Council/Committee member, volunteer, contractor, participates in developing policies, or provides goods, services or facilities on behalf of the Town receives training about the provision of goods, services or facilities to persons with disabilities.

The Town shall keep a record of all training provided, including the dates on which the training was provided and the individuals to whom it was provided.

Accessibility Awareness Training will include the following elements:

- i. A review of the purposes of the AODA and IAS and the requirements of the Information and Communication, Transportation, Employment, Design of Public Spaces and Customer Service Standards on an ongoing basis;
- ii. How to provide goods, services and facilities in a manner that respects the dignity and independence of persons with disabilities;
- iii. How to communicate with persons in a manner that takes into account their disabilities;
- iv. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person to access goods and services;
- v. The process for people to provide feedback to the Town about its provision of goods, services and facilities to persons with disabilities, and how the Town responds to the feedback and takes action on any complaint;
- vi. How to use equipment or devices available on Town premises or provided by the Town that may help with the provision of goods, services and facilities; and
- vii. What to do if a person with a disability is having difficulty accessing the Town's goods, services and facilities.



Notice of the availability of the above mentioned documents will be posted on the Town's website and may be provided in an accessible format or with communication support, on request.

### **g) Format of Documents**

The Town of Wasaga Beach is committed to providing accessible information to all of our customers. For this reason, correspondence, invoices and other documentation will be provided in large print or by e-mail, upon request.

Whenever possible all documents (forms, reports, correspondence, RFPs, etc.) produced by the Town will be written in Arial Font with a minimum font size of 12.

The Town of Wasaga Beach will provide a document or information contained in a document, upon request, in a format that takes into account the person's disability. The Accessibility Request Form-Alternative Formats (Appendix C) is attached. The Town and the person with a disability may agree upon the format to be used for the document or information.

A listing of possible contacts to provide accessible formats is available in the Clerk's Office and attached (Appendix D). The Town shall not charge a cost that is more than the regular cost charged to other persons.

## **POLICY REVIEW AND PROCEDURE**

This Policy will be reviewed as required, but in any case no later than five (5) years from the date of the most recent review. No changes will be made to this policy before considering the impact on people with disabilities and reviewing with the Accessible Advisory Committee,

The Clerk's Department will be responsible for initiating the review of this Policy.

## **RESOURCES**

*Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*

*Ontarians with Disabilities Act, 2001 (ODA)*

*Integrated Accessibility Standards (Ontario Regulation 191/11)*

*Vehicles for the Transportation of Physically Disabled Passengers, (Ontario Regulation 629)*

*Workplace Safety and Insurance Act*

*Emergency Management & Civil Protection Act, R.S.O. 1990*

*Freedom of Information and Protection of Privacy Act*

**RELATED FORMS (attached)**

Appendix A – Notice of Service Disruption

Appendix B – Customer Service Feedback Form

Appendix C – Accessibility Request Form- Documents in Alternative Formats

Appendix D – List of Contacts/Resources Available for Accessible Formats

Appendix E – Customer Accommodation Request Form

APPENDIX "A"



# TOWN OF WASAGA BEACH NOTICE OF SERVICE DISRUPTION

There is (currently an unexpected/will be a scheduled) service disruption at the:

---

Disruption will be from \_\_\_\_\_ until \_\_\_\_\_.

The reason for service disruption is as follows:

- \_\_\_\_\_ repairs to doors
- \_\_\_\_\_ repairs to technology
- \_\_\_\_\_ repairs to lift
- \_\_\_\_\_ renovations
- \_\_\_\_\_ Other

---

(specific reason for service disruption, e.g., scheduled maintenance)

The following alternative facilities/services are available:  
(list alternative facilities or access to service, where available)

---

---

On behalf of the Town of Wasaga Beach we would like to thank you for your patience and cooperation in this matter.

For further information, please contact:

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Contact Information: \_\_\_\_\_



# Accessibility Feedback Form

The Town of Wasaga Beach strives to ensure that our facilities and services meet your needs and expectations. We value our customers and your feedback. By answering the questions below, you will help us identify opportunities for improvements to meet your needs.

Date, time and location of your visit: \_\_\_\_\_

What is your situation? (Check the appropriate box)

- I have a disability.
- Please identify your disability (optional): \_\_\_\_\_
- I am submitting this feedback on behalf of a person with a disability. Relation to the person with the disability (optional): \_\_\_\_\_
- Please identify their disability (optional): \_\_\_\_\_

What facility or service does the feedback pertain to? (Check all that apply)

- Facilities (parking lots, internal/external physical barriers, counters, doorways/handles)
- Recreation Programs
- Town Services (licensing, enforcement, snow removal, sidewalks, roads)
- Communications (website, publications, signage, meetings)
- Transit
- Parks and Open Space (trails, parks, playground equipment)
- Customer Service (cashier, front-line staff, queuing area)
- Other \_\_\_\_\_

Continued on back.....

**Comments:**

---

---

---

---

---

---

---

**Suggestions for Improvement/Resolution:**

---

---

---

---

---

---

---

I provide my comments(s) as information only and do not wish to receive a response.

I wish to receive a response to my comments.

**Personal Information** (Please print.)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Home phone number: \_\_\_\_\_

Cell phone number: \_\_\_\_\_

Email address: \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Personal information, on this form, is being collected under the authority of section 12 of the Integrated Accessibility Standards, Ontario Regulation 191/11 under the *Accessibility for Ontarians with Disabilities Act, 2005*, and will be used to for the purpose of collecting feedback, and used in accordance with the *Municipal Freedom of Information and Protection of Privacy Act*. Questions about this collection should be directed to the Town Clerk, Town of Wasaga Beach, 30 Lewis Street, Wasaga Beach, ON L9Z 1A1 \* 705-429-3844 ex 2224 or [deputyclerk@wasagabeach.com](mailto:deputyclerk@wasagabeach.com) .



# Accessibility Request Form

## Documents in Alternate Formats

### Personal Information (Please print.)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Home phone number: \_\_\_\_\_

Cell phone number: \_\_\_\_\_

Email address: \_\_\_\_\_

### Document Information

Name of Document: \_\_\_\_\_

Department: \_\_\_\_\_

Event (if applicable): \_\_\_\_\_

Which format would you prefer? (Check appropriate box.)

Large Print

Preferred font size: \_\_\_\_\_

Preferred font style: \_\_\_\_\_

Braille

Plain Language

Audio

Electronic (Check preferred format.)

Microsoft Word

HTML

Rich Text

PDF

American Sign Language (ASL) / Langue des Signes Québécoises (LSQ)

Other: \_\_\_\_\_

Date Required by: (please allow time for conversion) \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Personal information, on this form, is being collected under the authority of section 12 of the Integrated Accessibility Standards, Ontario Regulation 191/11 under the *Accessibility for Ontarians with Disabilities Act, 2005*, and will be used to process your request to provide accessible formats and communication supports, and used in accordance with the *Municipal Freedom of Information and Protection of Privacy Act*. Questions about this collection should be directed to the Town Clerk, Town of Wasaga Beach, 30 Lewis Street, Wasaga Beach, ON L9Z 1A1 \* 705-429-3844 ex 2224 or [deputyclerk@wasagabeach.com](mailto:deputyclerk@wasagabeach.com).

## APPENDIX “D”

### TOWN OF WASAGA BEACH Alternate Accessible Formats – Accessibility Services List of Contacts

*All of the documents offered by the Town of Wasaga Beach are available in alternative formats upon request.*

Brain Injury Services of Simcoe County  
21 Essa Road, Barrie, Ontario L4N 3K4  
705-734-2178 or 1-877-320-1950  
Website: <http://braininjuryservices.ca/>

Breaking Down Barriers Independent Living Resource Centre  
234 Ste. Marie Street, Collingwood, Ontario L9Y 3K5  
705-445-1543  
Website: <http://www.breakingdownbarriers.ca/>

Canadian Hearing Society  
64 Cedar Point Drive, Unit#1412, Barrie, Ontario L4N 5R7  
705-737-3190 TTY: 705-737-4911  
Website: <https://www.chs.ca/>

Canadian Mental Health Association (Barrie Simcoe Branch)  
15 & 21 Bradford Street, Barrie, Ontario L4N 1W2  
705-726-5033  
Website: <http://www.cmhastarttalking.ca/>

CNIB  
20 Anne Street, Unit#10, Barrie, Ontario L4N 6S7  
905-728-3352  
Website: <http://www.cnib.ca/en/Pages/default.aspx>

Canadian Paraplegic Association Ontario  
80 Bradford Street, Unit#111, Barrie, Ontario L4N 6S7  
705-726-4546 or 1-800-870-5670

Canadian Red Cross – Simcoe Muskoka Branch  
65 Cedar Pointe Drive #809b, Barrie, Ontario L4N 5R7  
705-721-3313  
Website: <http://www.redcross.ca/>

Deaf Access Simcoe Muskoka  
20 Anne Street South Unit 9, Barrie, Ontario L4N 2C6  
705-728-3577 TTY: 705-728-3599  
Website: [www.deafaccess.ca](http://www.deafaccess.ca)

Helping Hands Community Support Services  
575 West Street South Unit 13A, Orillia, Ontario L3V 7N6  
705-325-7861

(Services for Senior's and Adults with Physical Disabilities)

Website: <https://helpinghandsorillia.ca/>

Independent Living Services of Simcoe County & Area

44 Cedar Point Drive, Unit#1102, Barrie, Ontario L4N 5R7

705-737-3263 TTY: 705-737-3242

(Attendant Care Services, Outreach, Supportive Housing, Respite, Public Education, Community Development, ARC)

Website: <http://www.ilssimcoe.ca/>

### **Mobility Products:**

Mackhall Mobility Products

395C Hume Street, Collingwood, Ontario L9Y 1W7

705-444-2263 or 1-866-874-5363

Website: <http://mackhall.ca/>

Ontario Wheelchair Access & Mobility Equipment

525 West Street South, Orillia, Ontario L3V 6H1

705-327-1261 or 1-800-387-0245

Website: <https://www.ontariowheelchair.com/>

Georgian Bay Mobility Home Healthcare Centre

516 Yonge Street, Midland Ontario, L4R 2C5

705-528-1515 or 1-855-528-1515

Website: <http://www.georgianbaymobility.ca/>

### **Communication Devices:**

Collingwood Public Library

55 Ste. Marie Street, Collingwood, Ontario L9Y 0W6

705-445-1571

(Audio Books, Braille Software and Printer)

Accessible Printing Inc. National Transcription Services

283 Danforth Ave #415, Toronto, ON M4K 1N2

1-877-389-2253

Website: [www.accessibleprinting.com](http://www.accessibleprinting.com)

Braille Masters, Attn: Terry

Email: [braillem@sympatico.ca](mailto:braillem@sympatico.ca) or [info@braillemasters.com](mailto:info@braillemasters.com)

Website: <http://www.braillemasters.com/>

**If reasonable, all materials, documents and items that can be enlarged by the Town of Wasaga Beach, will be available, upon request.**



## CUSTOMER ACCOMMODATION FORM

### Municipal Information

This Customer Accommodation Request form should be completed for accommodation requests for persons with disabilities and where the accommodation cannot be readily provided, requires advance booking, requires management approval, or where the appropriate accommodation is uncertain. You may submit your form in person, by telephone, in writing, or by email:

Clerk's Office  
Town of Wasaga Beach  
30 Lewis Street  
Wasaga Beach, ON L9Z 1A1  
Tel: 705-429-3844 ext. 2224  
Fax: 705-429-6732  
Email: [deputyclerk@wasagabeach.com](mailto:deputyclerk@wasagabeach.com)  
Website: [www.wasagabeach.com](http://www.wasagabeach.com)

### Required Information (Please print)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Home Phone Number: \_\_\_\_\_

Cell Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

If you require the accommodation for a specific program or service please provide the name of the program or service:

---

---

---

---

Type of accommodation requested:

---

---

---

---

---

Date Request Submitted: \_\_\_\_\_

Date accommodation required: \_\_\_\_\_

Customer Signature: \_\_\_\_\_ OR

Parent or Guardian Signature: \_\_\_\_\_

If your parent or guardian has signed this form on your behalf please provide the following information:

Parent or Guardian Name: \_\_\_\_\_

Contact Information: \_\_\_\_\_

Thank you for your request. This form will be forwarded the Town Clerk for follow-up. The Town of Wasaga Beach is committed to creating and maintaining an inclusive and accessible community for all residents.

*The personal information on this form is collected under the authority of the Municipal Act and the legislation expressly associated with the Integrated Accessibility Standards and used for the purposes of processing your request and collecting feedback. It will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c.M.56. Questions about this collection can be directed to the Clerk's Department, Town of Wasaga Beach, 30 Lewis Street, Wasaga Beach, ON L9Z 1A1 or by telephone to 705-429-3844.*