
Subject: Integrated Accessibility Standards Plan
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Effective Date: April 11, 2016



Township of
Leeds and the
Thousand Islands

Accessibility For Ontarians with Disabilities Act: Integrated Accessibility Standards - Multi-Year Plan

Policy Implementation Date: By-Law 16-024, Policy Statement for Integrated Accessibility Standards for the Township of Leeds and the Thousand Islands.

The [Integrated Accessibility Standards Plan and Policy](#) will be available on the web site as well as at the office and we will make every attempt to make it available to those with disabilities for their perusal and review. Should a copy in Braille be requested, Council will try to accommodate by having staff contact the CNIB to inquire if it could be translated.

This publication can be made available in alternative formats.

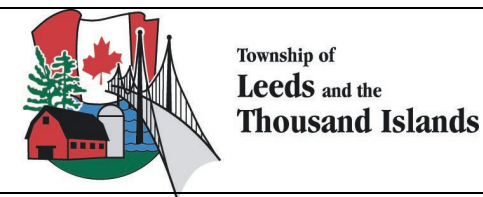


Part 1 - General Requirements

Section	Initiative	Description	Action	Status (Dec 2021)
3	Establishment of Accessibility Policies	3(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	Applicable policy, plans and bylaws posted to website	Complete
4	Accessibility Plans	4(1) Large organizations shall, a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation;	The Township is committed to the continual improvement of access to municipal facilities - 2021 included new play structure; complete facility condition assessment (included accessibility component); secured external funding for office improvements	Ongoing
		b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request;	Posted and available in alternate formats	Complete
		c) review and update the accessibility plan at least once every five years	Prepare a written Integrated Accessibility Standards Policy (review & update 2022/23)	Complete
7	Training	Shall ensure that training is provided on the requirements of the Integrated Accessibility Standards Regulation (IASR) specifically: <ul style="list-style-type: none"> Information and Communications 	Policy development and corresponding training; continual review and updating to processes	Complete



Section	Initiative	Description	Action	Status (Dec 2021)
		<ul style="list-style-type: none"> • Employment • Transportation • Design of Public spaces • Customer Service. <p>Within the customer service training, provide training specifically in:</p> <ul style="list-style-type: none"> • The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 • Overview of the requirements of the Customer Service Standard • How to interact with people with various types of disabilities • How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person • What to do if a person with a disability is having difficulty accessing your organization's goods, services or facilities 		



Section	Initiative	Description	Action	Status (Dec 2021)
		<ul style="list-style-type: none"> The Township policies on providing accessible customer service The Township use of any equipment or devices available in your organization that can help to provide goods, services or facilities to people with disabilities <p>and on the Human Rights Code as it pertains to persons with disabilities.</p>		

Part II – Information & Communication Standards

SECTION	Initiative	Description / Requirement	Action	Status
11	Feedback	11 (1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request	Customer processes completed	Complete / Ongoing
12	Accessible Formats &	12 (1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of	Outlined in Accessible Customer Service Policy (scheduled for review and update 2022/23)	Complete / Ongoing



SECTION	Initiative	Description / Requirement	Action	Status
	Communication Supports	accessible formats and communication supports for persons with disabilities, a) In a timely manner that takes into account the person's accessibility needs due to disability; and b) At a cost that is no more than the regular cost charged to other persons.		
		12 (2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support	Process is outlined in HR Recruitment Policy (scheduled for review and update 2022/23)	Complete
		12 (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports	Included in Accessible Customer Service Policy (scheduled for review / update 2022)	Complete / Ongoing
13	Emergency Procedures, Plans or Public Safety	13 (1) In addition to its obligation under Section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	Emergency Preparedness Plan can be made available in an accessible format upon request Emergency communications are distributed via multi-media to enhance accessibility	Complete



SECTION	Initiative	Description / Requirement	Action	Status
14	Accessible Website & Web Content		Website is compatible to WCAG 2.0 Level AA specifications and follows best practices and legislative requirements for accessibility	Complete



PART III – Employment Standard

SECTION	Initiative	Description	Action	Status
22	Recruitment – General	Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes	Included in HR policy, and on all job advertisements	Complete
23	Recruitment, Assessment or Selection Process	23 (1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. (2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant’s accessibility needs due to disability.	Included in HR policy, and included in recruitment / hiring processes	Complete
24	Notice to Successful Applicants	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities	The process is included in the contract of employment and orientation list.	Complete



SECTION	Initiative	Description	Action	Status
25	Informing Employees of Supports	25 (1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability	Incorporated in recruitment / orientation processes	Complete
		25 (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment	Incorporated in recruitment / orientation processes	Complete
		25 (3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability	Ongoing communication with existing staff to relay changes in policy	Ongoing
26	Accessible Formats & Communication Supports for Employees	26.1 In addition to its obligations under Section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, a) information that is needed in order to perform the employee's job;	Included in HR policy; forms available for employee for accommodation requests	Complete



SECTION	Initiative	Description	Action	Status
		b) information that is generally available to employees in the workplace		
		26.2 The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support	Included in HR policy; forms available for employee for accommodation requests	Complete
27	Workplace Emergency Response Information	27 (1) Every employer shall 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 employer is aware of the need for accommodation due to the employee's disability.	Currently, no individualized emergency plans are required; regular emergency plans are appropriate	Complete, but subject to ongoing review
		27 (2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee	Currently, no individualized emergency plans are required; regular emergency plans are appropriate	Complete, but subject to ongoing review
		27 (3) Employers shall provide the information required under this section as soon as practicable after the employer	Currently, no individualized emergency plans are required; regular emergency plans are appropriate	Complete, but subject to ongoing review



SECTION	Initiative	Description	Action	Status
		becomes aware of the need for accommodation due to the employee's disability		
		27 (4) Every employer shall review the individualized workplace emergency response information, a) When the employee moves to a different location in the organization; b) When the employee's overall accommodations needs or plans are reviewed; and c) When the employer reviews its general emergency response policies.	Currently, no individualized emergency plans are required; regular emergency plans are appropriate	Complete, but subject to ongoing review
28	Documented Individual Accommodation Plans	28 (1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities	Forms available for employees to request an accommodation	Complete
		28 (2) The process for the development of documented individual accommodation plans shall include the following elements: 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.	Forms available for employees to request an accommodation	Complete



SECTION	Initiative	Description	Action	Status
		<ol style="list-style-type: none"> 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 determine if and 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, 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 		



SECTION	Initiative	Description	Action	Status
		<p>be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</p>		
29	Return to Work Process	<p>29 (1) Every employer, other than an employer that is a small organization,</p> <p>a) Shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p>b) Shall document the process</p>	Forms available for employees to develop return to work plan	Complete
		<p>29 (2) The return to work process shall,</p> <p>a) Outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p>	Forms available for employees to develop return to work plan	Complete



SECTION	Initiative	Description	Action	Status
		b) Use individual documented accommodation plans, as described in Section 28, as part of the process		
30	Performance Management	30 (1) An employer that uses performance management in respect of it's employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	The process is included in HR Policy and performance review form.	Complete
31	Career Development & Advancement	31 (1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	The process is included in HR Policy for Staff Training.	Complete