

**CORPORATION OF THE TOWNSHIP OF LEEDS AND THE  
THOUSAND ISLANDS**

**BY-LAW 16-024**

**BEING A BY-LAW TO ADOPT AN INTEGRATED ACCESSIBILITY  
STANDARDS POLICY AND MULTI-YEAR PLAN FOR THE  
TOWNSHIP OF LEEDS AND THE THOUSAND ISLANDS.**

**WHEREAS** Section 8 of the *Municipal Act, S.O. 2001*, c. M. 25, as amended, a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other act;

**AND WHEREAS** Section 9 of the *Municipal Act S.O., 2001*, c. M. 25, as amended, provides that Sections 8 and 11 shall be interpreted broadly so as to confer broad authority on municipalities to a) enable municipalities to govern their affairs as they consider appropriate and, b) enhance their ability to respond to municipal issues;

**AND WHEREAS** Section 11 of the *Municipal Act S.O., 2001*, c. M. 25, as amended, provides that a lower-tier municipality may pass by-laws respecting matters within the spheres of jurisdiction set out therein;

**AND WHEREAS** the Council of The Corporation of the Township of Leeds and the Thousand Islands deems it advisable to adopt a policy with regard to an Integrated Accessibility Standards Policy and Multi-year plan;

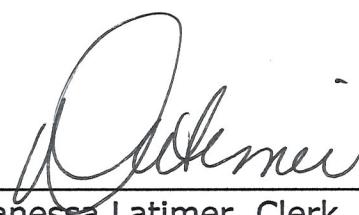
**NOW THEREFORE** the Township of Leeds and the Thousand Islands enacts as follows:

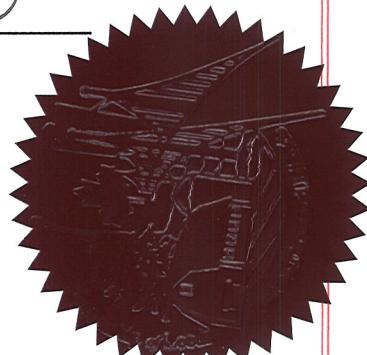
1. That Schedule 'A' attached hereto forms part of this by-law.
2. That this By-law shall come into force and take effect on the day of passing.
3. This By-law shall be known and may be cited as the "IASR Policy".

**READ A FIRST AND SECOND TIME THIS 11<sup>th</sup> DAY OF APRIL,  
2016.**

**READ A THIRD TIME AND FINALLY PASSED THIS 11<sup>th</sup> DAY OF  
APRIL, 2016.**

  
Joseph Baptista, Mayor

  
Vanessa Latimer, Clerk





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### **SCHEDULE 'A' to By-law #16-024**

#### **Policy Statement**

This policy has been established by the Township of Leeds and the Thousand Islands to govern the provision of services with Regulation 191/11. "Integrated Accessibility Standards" ("Regulation") under the Accessibility for Ontarians with Disabilities Act, 2005.

These standards have been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment.

The Township is governed by this policy as well as the Accessibility Standards for Customer Service Policy in compliance with the Accessibility for Ontarians with Disabilities Act, 2005 to meet the accessibility needs of persons with disabilities.

#### **Commitment**

The Township is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

This policy, in its entirety, will be implemented in accordance with the time frames established by the Regulation.

Please refer to our Integrated Accessibility Standards, Multi Year Plan for details on time frames and implementation.

#### **Accessibility Plan**

The Township will develop, maintain and document an Accessibility Plan outlining the Township's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities. The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the Township's website. Upon request, the Township will provide a copy of the Accessibility Plan in an alternate accessible format.





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### **Training Employees**

The Township will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training as it pertains to persons with disabilities, to:

- all of its employees
- all persons who participate in developing policies, and
- all other persons who provide goods, services or facilities on behalf of the Township

The training will be appropriate to the duties of the employees and other persons. New employees will be trained during orientation, within one month of their start date.

Staff will be trained when changes are made to the accessibility policy. The Township currently tracks and maintains a record of the training it provides.

### **INFORMATION AND COMMUNICATIONS STANDARDS**

#### **Feedback**

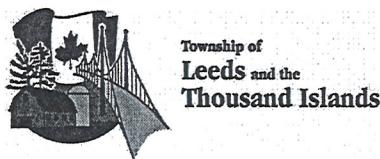
The Township will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, upon request.

#### **Accessible Formats and Communication Supports**

Upon request, the Township will provide, or will 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. Staff will consult with the person making the request in determining the suitability of an accessible format or communication support. The Township will also notify the public about the availability of accessible formats and communication supports.

#### **Accessible Websites and Web Content**

The Township will ensure that our Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this is impracticable.



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## **EMPLOYMENT STANDARDS**

### **Recruitment**

The Township will continue to notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

### **Recruitment, Assessment or Selection Process**

The Township notifies job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, Human Resources will 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.

### **Notice to Successful Applicants**

When extending offers of employment, the Towns notifies the successful applicant of its policies for accommodating employees with disabilities.

### **Informing Employees of Supports**

The Township will continue to inform its employees of its policies (and any updates to those 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. This information will be provided to new employees as soon as practicable after commencing employment.

### **Accessible Formats and Communication Supports for Employees**

Upon the request of an employee with a disability, staff will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees. In determining the suitability of an accessible format or communication support, the Township will consult with the employee making the request.



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### **Workplace Emergency Response Information**

The Township 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 if the Township is aware of the need for accommodation due to the employee's disability. The Township will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, staff will, with the consent of the employee, provide the workplace emergency response information to the person(s) designated by the Township to provide assistance to the employee.

The Township will review the individualized workplace emergency response information when the employee transfers to a different position in the organization or when the employee's overall accommodations needs or plans are reviewed.

### **Documented Individual Accommodation Plans**

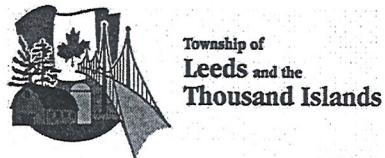
Internal procedures are maintained for the development of documented individual accommodation plans for employees with disabilities. If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans. In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided to the employee.

### **Return to Work Process**

The Township of Leeds and the Thousand Islands maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return to work process outlines the steps taken to facilitate the return to work and includes documented individual accommodation plans as part of the process.

### **Performance Management, Career Development and Advancement and Redeployment**

The Township of Leeds and the Thousand Islands takes into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement opportunities to employees.



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### **Questions about this policy**

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided. Inquiries should be referred to either Human Resources or the Clerk for the Township of Leeds and Thousand Islands.

Website: [www.leeds1000islands.ca](http://www.leeds1000islands.ca)



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#### **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.

Last revision date:

This Plan will be available on the web site ([www.leeds1000islands.ca](http://www.leeds1000islands.ca)) 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	Compliance Date
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.	Policy AC-09-01 Accessible Customer Service Policy is posted on the website.  By-law #16-024 Integrated Accessibility Standards Policy	Complete  Draft; pending Council approval	December 14, 2009  April 2016



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SECTION	Initiative	Description	Action	Status	Compliance Date
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;	<ul style="list-style-type: none"><li>• This year the Township committed itself to the continual improvement of access to municipal facilities</li><li>• 80.40(1) Obligated organizations shall meet the requirements set out in this Part respect of the following:<ol style="list-style-type: none"><li>1. All newly constructed service counters and fixed queuing guides.</li><li>2. All newly constructed or redeveloped waiting areas. O. Reg. 413/12, s.</li></ol></li></ul>	<ul style="list-style-type: none"><li>• The Built Environment standards for accessible service counters, and waiting areas were met when the Township new offices were constructed and built in Lansdowne 2009.</li></ul>	July 2010



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SECTION	Initiative	Description	Action	Status	Compliance Date
		6.80.22 Obligated organizations shall ensure that any exterior paths of travel that they construct or redevelop and intend to maintain meet the requirements set out in this Part. O. Reg. 413/12, s. 6.			Any build or redesign after January 1, 2017
		• 80.22 Obligated organizations shall ensure that any exterior paths of travel that they construct or redevelop and intend to maintain meet the requirements set out	• When redesigning or building new exterior paths of travel, the Built Environment standards for paths of travel, ramps, stairs, and curb ramps will be met. Not started – to be addressed if a		



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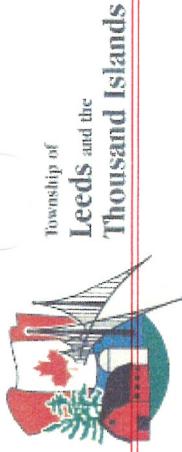
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		in this Part. O. Reg. 413/12, s. 6.	redesign or new build occurs.		Any build or redesign after January 1, 2017.
		• 80.32 Obligated organizations shall ensure that when constructing new or redeveloping off-street parking facilities that they intend to maintain, the off-street parking facilities meet the requirements set out in this Part. O. Reg. 413/12, s. 6.	When redesigning or constructing new off-street parking, the Built Environment standards for parking spaces including number and type of spaces, signage, and access aisles will be met. Not started – to be addressed if a redesign or new build occurs		
		• 80.44 In addition to the accessibility plan requirements set out in section 4, obligated organizations, other	When maintaining or disrupting accessible features or services, the public will be notified through the		



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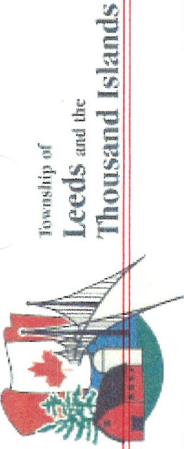
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SECTION	Initiative	Description	Action	Status	Compliance Date
		than small organizations, shall ensure that their multi-year accessibility plans include the following:	1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part. 2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in	measures identified in policy AC-09-01 including: on site signage, and social media. Alternative accessible measures will be provided, where possible. • We continue to update and convert our facilities to make them accessible for all users. We are making advances but currently, the following are not accessible: • Springfield House Museum (upper level of Springfield House at 1365 County Rd. 2, Mallorytown, ON)	



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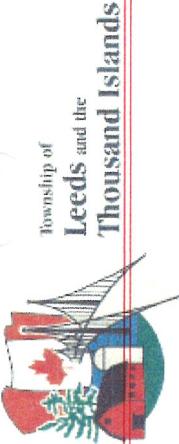
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SECTION	Initiative	Description	Action	Status	Compliance Date
		Working order. 0. Reg. 413/12, s. 6.	<ul style="list-style-type: none"><li>• Leeds and the Thousand Islands Archives (located at 1365 County Rd. 2, Mallorytown, ON)</li><li>• Washroom facilities at Furnace Falls Park in Lyndhurst</li><li>• Washroom facilities at Kendrick's Park in Lyndhurst</li><li>• Washroom facilities at Centennial Park in Seeley's Bay</li><li>All other facilities are accessible.</li><li>• Service Disruption Notice is posted</li></ul>		
		b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request;	<ul style="list-style-type: none"><li>• Provide a written policy statement that confirms alternate format</li></ul>	<b>Post this updated report by April 11 2016</b> Complete	April 2016



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SECTION	Initiative	Description	Action	Status	Compliance Date
		accessibility plan is available upon request.			
	c) review and update the accessibility plan at least once every five years	Prepare a written Integrated Accessibility Standards Policy	Draft: pending Council's approval	April 2016	
7	Training	7.(1 - 4) 7(1) shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, (a) all employees, and volunteers; (b) all persons who participate in developing the organization's policies; and	<ul style="list-style-type: none"><li>• Human rights training and policy incorporated into HR-43 Policy</li><li>• New Hire Orientation</li><li>• Staff Training HR - Policy 09</li><li>• Volunteers acknowledge awareness training;</li></ul>	<ul style="list-style-type: none"><li>• Complete for ALL current employees</li><li>• Ongoing training required for new employees, summer students and volunteers</li></ul>	<ul style="list-style-type: none"><li>November 12, 2014</li><li>May 2015</li><li>October 20, 2014</li><li>February 2012</li><li>April 2016</li><li>June 2016</li></ul>



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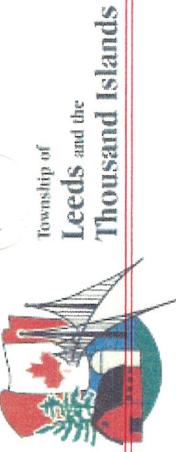
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SECTION	Initiative	Description	Action	Status	Compliance Date
		(c) all other persons who provide goods, services or facilities on behalf of the organization 7(2) identify training requirements as per section 7(1) are specific to the duties of employees, volunteers and other persons receiving training in your organization 7(3) identify when IASR training will be provided 7(4) describe how your organization will provide on-going training about changes to IASR policies	<ul style="list-style-type: none"><li>Refer to Township of Leeds and the Thousand Islands Integrated Accessibility Standards Policy</li><li>Staff Training Integrated Accessibility Standards Policy</li></ul>		



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## PART II – Information & Communication Standards

SECTION	Initiative	Description	Action	Status	Compliance Date
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 are already completed	Complete	December 2009
12	Accessible Formats & Communication Supports	12 (1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of 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.	Process is outlined in Accessible Customer Service Policy AC-09-01	Complete	December 14, 2009
		12 (2) The obligated organization shall consult with the person making the request in determining the suitability of an	Process is outlined in HR-30 Recruitment Policy (Employment –	Complete	Revised October 2014



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SECTION	Initiative	Description	Action	Status	Compliance Date
	accessible format or communication support	Accessibility Accommodation &	Accessible Customer Service Policy advises public relating to correspondence, invoices and other documentation	Complete	December 14, 2009
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 under current revision in addition to the general duty under the Occupational Health & Safety Act	Pending review Council meeting April 2016	Plan scheduled
14	Accessible Website & Web Content	The Township of Leeds and the Thousand Islands will ensure that our Internet websites, including web content, conform to the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0 Level AA specifications	In progress: <ul style="list-style-type: none"><li>• Site designed and developed to WCAG 2.0 Level AA specifications</li></ul>	May 2016	



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SECTION	Initiative	Description	Action	Status	Compliance Date
		wide Web Consortium Content	<ul style="list-style-type: none"><li>• Text resizing on content pages</li><li>• Compatible with JAWS, NVDA, Zoomtext, and any other assistive technology that follows the W3C web standards</li><li>• Colour contrast is set for easy reading</li><li>• All functionality accessible via keyboard only</li><li>• "Skip to Content" link to facilitate keyboard navigation</li><li>• Keyboard focus outline</li></ul>		
			<ul style="list-style-type: none"><li>• Pages organized using headings</li><li>• Pause button on rotating content</li></ul>		



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SECTION	Initiative	Description	Action	Status	Compliance Date
			(e.g., rotating homepage banners and news) • Alt text on images • Title text on links		

### PART III – Employment Standard

SECTION	Initiative	Description	Action	Status	Compliance Date
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	This information is included in our job postings, HR Policy 30 – Recruitment	Complete	October 2014
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.	This information is included in our job postings, HR Policy 30 – Recruitment HR outlines when scheduling interviews with applicants.	Complete	October 2014



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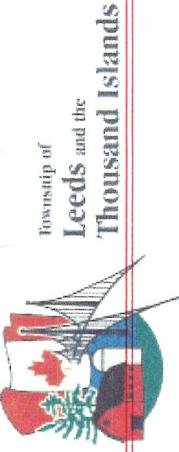
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SECTION	Initiative	Description	Action	Status	Compliance Date
24	Notice to Successful Applicants	(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.	The process is included in the contract of employment	Complete	April 2015
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	Training for existing employees on what supports there are; incorporated Human Rights code training as per HR Policy 43	Complete	November 12, 2014
		25 (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment	New Hire Orientation Checklist included for content	Complete	May 2015



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SECTION	Initiative	Description	Action	Status	Compliance Date
	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	Prepare a written Integrated Accessibility Standards Policy	Draft; pending Council's approval	April 2016	
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; b) information that is generally available to employees in the workplace	<ul style="list-style-type: none"><li>• Process is included in HR Policy 43</li><li>• Routine review Job Descriptions</li><li>• Integrated Accessibility Standards Policy upon release provides information</li></ul>	<p>Complete On-going</p> <p>Draft; pending Council's approval</p>	<p>November 12, 2014</p> <p>April 2016</p>
		26.2 The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support	<ul style="list-style-type: none"><li>• Process is included in HR Policy 43</li><li>• Integrated Accessibility Standards upon provides information</li></ul>	<p>Complete</p> <p>Draft; pending Council's approval</p>	<p>November 12, 2014</p> <p>April 2016</p>



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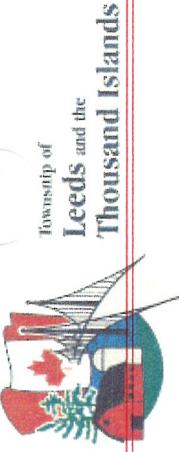
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SECTION	Initiative	Description	Action	Status	Compliance Date
27	Workplace Emergency Response Information	27 (1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.	<ul style="list-style-type: none"><li>• As of present, no individualized emergency plans are required; regular emergency plans are appropriate</li><li>• Integrated Accessibility Standards upon provides information</li></ul>	Complete, but subject to ongoing review	April 2016
		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	<ul style="list-style-type: none"><li>• As of present, no individualized emergency plans are required; regular emergency plans are appropriate</li><li>• Integrated Accessibility Standards upon provides information</li></ul>	Complete, but subject to ongoing review	April 2016



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SECTION	Initiative	Description	Action	Status	Compliance Date
	27 (3)	Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability	<ul style="list-style-type: none"><li>• As of present, no individualized emergency plans are required; regular emergency plans are appropriate</li><li>• Integrated Accessibility Standards upon provides information</li></ul>	Complete, but subject to ongoing review	April 2016
	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.	<ul style="list-style-type: none"><li>• As of present, no individualized emergency plans are required; regular emergency plans are appropriate</li><li>• Integrated Accessibility Standards upon provides information</li></ul>	Complete, but subject to ongoing review	April 2016



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SECTION	Initiative	Description	Action	Status	Compliance Date
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	If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans. Plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided to the employee	Integrated Accessibility Standards Policy Council's approval	April 2016
		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	The process is included in the Integrated Accessibility Standards Policy.	Draft; pending Council's approval	April 2016



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		<p>participate in the development of the individual accommodation plan.</p> <p>2. The means by which the employee is assessed on an individual basis.</p> <p>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.</p> <p>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.</p>			



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SECTION	Initiative	Description	Action	Status	Compliance Date
		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. 8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.			
29	Return to Work Process	29 (1) Every employer, other than an employer that is a small organization, 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	Requirement existed prior to Employment Standards under the Integrated Regulation under the AODA	Complete	



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SECTION	Initiative	Description	Action	Status	Compliance Date
		accommodations in order to return to work; and b) Shall document the process			
	29 (2)	The return to work process shall, 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 b) Use individual accommodation plans, as described in Section 28, as part of the process	Requirement existed prior to Employment Standards under the Integrated Regulation under the AODA	Complete	
30	Performance Management	29 (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.  30 (1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its	Requirement existed prior to Employment Standards under the Integrated Regulation under the AODA	Complete	April 2016



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SECTION	Initiative	Description	Action	Status	Compliance Date
31	Career Development & Advancement	performance management process in respect of employees with disabilities. 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 - 09 Staff Training.	Principles of opportunity reasonable accommodation are characteristics of career development and advancement. Performance reviews are also part of the career development and advancement of staff.	