



## Accessibility Standards Training for Volunteers

The Town of Aylmer is committed to creating and maintaining an accessible and inclusive community for all residents. To do this, we must recognize and acknowledge the diverse needs of our residents, including the needs of people with disabilities.

On July 1, 2011, the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11) under the Accessibility for Ontarians with Disabilities Act, 2005, was enacted into law.

Each regulation requires the Town to train all of its employees, volunteers, and third party contractors on the Regulation and the Ontario Human Rights Code, as it relates to people with disabilities.

### Ontario Human Rights Code

Under the Ontario Human Rights Code, the Town has a legal obligation to accommodate any person with a disability, regardless of whether they are an employee, volunteer or resident. It is important to provide accessible formats, communication supports or workplace accommodations in a timely and efficient manner upon request.

### Accessible Customer Service

#### Service Animals

Service animals are allowed in all parts of Town owned or operated facilities in areas that are open to the public. If an animal is excluded by law, the Town is not required to allow the animal entrance into its facilities.

A service animal is categorized by the following:

- (a) the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
- (b) 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:
  - (i) A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
  - (ii) A member of the College of Chiropractors of Ontario.
  - (iii) A member of the College of Nurses of Ontario.
  - (iv) A member of the College of Occupational Therapists of Ontario.
  - (v) A member of the College of Optometrists of Ontario.
  - (vi) A member of the College of Physicians and Surgeons of Ontario.
  - (vii) A member of the College of Physiotherapists of Ontario.
  - (viii) A member of the College of Psychologists of Ontario.
  - (ix) A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

#### Support Persons

The Town welcomes individuals to be accompanied by a support person to Town programs and services. The Town will waive admission fees for the support person, where applicable. The individual needs to make this known to Town staff or volunteers; otherwise admission fee will be charged.

## Service Disruption

If a Town service is temporarily disrupted, it is the Town's responsibility to provide notice to the public. Notice of disruption must include the following information: the reason for the disruption, how long it is expected to be unavailable and if there is a way to provide an alternative service. This information should be posted in a conspicuous area within the facility and on the Town's website (or the EECC's website if specific to that facility).

## General Requirements

### Establishment of Policies, Procedures and Best Practices

Town Council approved the Corporate Accessibility Policy. The policy provides direction and guidance to staff on how the Town will comply with the standards and the various requirements. It can be found in the Human Resource Policy Manual.

### Accessibility Plans

The Town's multi-year accessibility plan provides a high-level overview of the actions staff will undertake to meet all of the Town's compliance obligations. It can also be found on the Town's website.

### Procuring or Acquiring Accessible Goods, Services or Facilities

To ensure that the Town is receiving accessible goods and services from third-party contractors, accessibility criteria has been incorporated into the general terms and conditions that accompany any RFP, bid or tender published by the Town.

### Training

In order to train all volunteers on the Accessible Customer Service Standard, Integrated Accessibility Standard Regulation and the Ontario Human Rights Code this brochure has been developed.

## Information and Communications

### Feedback

Receiving feedback on the accessibility of the Town's goods, services and facilities is an effective way to ensure we are meeting the needs of the Town's residents with disabilities. Residents can submit their feedback in person, by phone, by email or in writing. The Accessibility feedback form can be found on the Town's website.

### Accessible Formats

The Town is only required to provide any of its documents in an accessible format upon request. Accessible formats can be produced by contacting the Administrator. An accessible format could include large print, Braille, audio, plain language, or an electronic format such as PDF or formatted Word document.

### Communication Supports

An American Sign Language Interpreter is an example of a communication support. Upon receiving a request, the Town is obligated to provide communication supports for any of its programs, events or services. The Administrator can arrange for a communication support, if requested.

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Please fill out the information below and return it to the Department that you are volunteering with.

If you require an accessible format of this document, please contact Jennifer Reynaert at: 519-773-3164, or [jreynaert@town.aylmer.on.ca](mailto:jreynaert@town.aylmer.on.ca)

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

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

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

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