



## ACCESSIBILITY REGULATIONS FOR CONTRACTED SERVICES

In accordance with the Ontario Regulation 429/07, Accessibility Standards for Customer Service and Ontario Regulation 191/11, the Integrated Accessibility Standards Regulation, the Town of Aylmer is required to train all third parties or persons who provide goods, services or facilities on behalf of the organization.

Contracted employees, third party employees, agents and others who deal with members of the public on behalf of the Town of Aylmer must meet requirements of Ontario Regulation 429/07 and Ontario Regulation 191/11 with regard to training.

Training for the aforementioned regulations can be accessed online at the following website addresses:

- Serve-Ability: Transforming Ontario's Customer Service – <http://www.mcass.gov.on.ca/en/serve-ability/index.aspx>
- Access Forward: Training for an Accessible Ontario - [www.accessforward.ca](http://www.accessforward.ca)
- Ontario Human Rights Code - <http://www.ohrc.on.ca/en/learning/working-together-ontario-human-rights-code-and-accessibility-ontarians-disabilities-act>

Contracted services suppliers are to ensure that training records are maintained, including dates when training is provided, the number of personnel who received training and individual training records. The suppliers are to ensure that this information is available to the Town of Aylmer any time during the Term of the Contract.

|   |             |       |
|---|-------------|-------|
| I acknowledge the aforementioned accessibility regulations: |             |       |
| Company Name: _____   | Date: _____ |       |
| Authorized Official: _____                                  |             |       |
| Signature   | Print       | Title |

Below: Town of Aylmer Accessibility Policy

|                               |                       |                             |
|-------------------------------|-----------------------|-----------------------------|
| Town of Aylmer                | <b>Subject:</b>       | <b>Accessibility Policy</b> |
| Human Resources Policy Manual | <b>Policy #:</b>      | 2.14                        |
| Code: FT/PPT/CAS/CNT/VFD/CNL  | <b>Date Approved:</b> | December 10, 2012           |

### **Policy Statement**

The Town of Aylmer is committed to being responsive to the needs of all its residents and employees. In order to meet the needs of people with disabilities the Town of Aylmer will:

- Ensure policies, practices and procedures address dignity, independence, integration and provide for equal opportunity for people with disabilities.
- Allow people with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the Town.
- Strive to meet the needs of people with disabilities in a timely manner, at a cost no greater than that for people without disabilities.
- Accommodate the accessibility needs of people with disabilities to ensure they can obtain, use or benefit from the Town's goods, services, programs and facilities.

The Town will promote accessibility by ensuring that compliance is met for all regulations made under the Accessibility for Ontarians with Disabilities Act, 2005. Timelines for compliance vary. In order to ensure that timelines are met, the Town will establish, implement and maintain a multi-year accessibility plan. The plan will outline the Town's strategy to prevent and remove barriers to people with disabilities.

### **Definitions**

1. Disability: as defined in the Ontario Human Rights Code
2. Service Animal: A "guide dog", as defined in section 1 of the Blind Persons Rights' Act; or
  - (a) An animal used by a person with a disability if:
    - i. it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
    - ii. the person provides a letter from a physician or nurse practitioner confirming that the person requires the animal for reasons relating to the disability.

### **Legislation**

Accessibility for Ontarians with Disabilities Act, 2005  
Accessible Customer Service Standard (Ontario Regulation 429/07)  
Integrated Accessibility Standard (Ontario Regulation 191/11)  
Ontario Human Rights Code

### ***Accessibility Planning***

The Town of Aylmer will establish, implement, maintain and document a multi-year accessibility plan. The multi-year accessibility plan will outline how the Town will prevent and remove barriers to accessibility as outlined in the Accessibility for Ontarians with Disabilities Act, 2005.

The multi-year accessibility plan will be reviewed at least once every five years. An annual status report will be prepared. The Town will consult with people with disabilities.

### ***Procurement***

The Town will ensure accessibility criteria and features are considered when purchasing goods, service and facilities. When it is not practicable to incorporate accessibility criteria, the Town will provide an explanation upon request.

### ***Alternate Formats***

The Town will provide alternate formats of information and communication that is produced or in direct control of the Town. This will be done upon request, in a timely manner and at a cost that is no more than the cost charged for the original format. When it is not practicable to provide an alternate format, the Town will provide an explanation and a summary of the document in an accessible format.

### ***Communication Supports***

The Town will provide communication supports to members of the public upon request. If the Town is unable to obtain the requested communication support, the Town will work with the individual to determine an appropriate alternative method of communication.

### ***Feedback Process***

The Town will accept feedback from members of the public relating to the provision of accessible services provided.

When seeking feedback from the public, the Town will provide accessible formats and/or communication supports to members of the public upon request.

### ***Service Disruptions***

If a temporary service disruption is planned, the Town will give notice of the disruption. Notice will be given by posting the information in a conspicuous place as well as by posting the information on the Town's website.

### ***Support Persons***

The Town will allow people with disabilities to be accompanied by a support person in all Town owned and operated public facilities. The Town reserves the right to request a person with a disability to be accompanied by a support person, in the event that it is considered necessary to protect the health and safety of the person with a disability or others on the premises.

Admission fees will be waived for support persons who accompany a person with a disability.

### ***Service Animals***

The Town welcomes service animals into all Town-owned or operated facilities where the public is allowed. Service animals will be allowed to accompany a person with a disability to allow them access to facilities and services.

If an animal is excluded by law from the premises, the Town will ensure that other measures are available to allow a person with a disability to obtain or benefit from the good(s) or service(s).

### ***Use of Assistive Devices***

The Town will allow people with disabilities to use their own personal assistive devices to obtain services offered by the Town.

If a person with a disability is unable to access a service through the use of their own personal assistive device, the Town will work with the customer to determine an alternate means for accessing services.

### ***Training***

Training will be provided to staff members in accordance with the Accessibility for Ontarians with Disabilities Act, 2005. The Town will retain training records.

### ***Responsibilities***

Town Council and staff are responsible for adhering to the parameters of this policy. Staff will consult with the Administrator on the implementation of this policy.