

# CITY OF ORILLIA POLICY MANUAL

Part	1	<b>General Government</b>	<b>1.14.1.2.</b>
Section	14	Accessibility Standards	
Sub-Section	1	Customer Service	
Policy	2	Integrated Accessibility Standards	

Page 1 of 12

## Policy Statement

The Corporation of the City of Orillia is committed to developing, implementing, maintaining and enhancing accessibility in the areas of information and communications, employment, transportation, the design of public spaces and customer service 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 City's goods and services; and
- Allows persons with disabilities to benefit from the same goods and services at the same time and location, as all other residents.

The Corporation of the City of Orillia is committed to meeting the accessibility needs of people with disabilities in a timely manner. To comply with the general requirements of the Integrated Accessibility Standards (IAS) (Ontario Regulation 191/11 under the *Accessibility for Ontarians with Disabilities Act, 2005*), the City will:

- Establish, maintain, and update a multi-year accessibility plan at least every five years, in accordance with the requirements of Section 4 of the IAS, outlining the City's strategy to prevent and remove barriers for people with disabilities and prepare an annual status report on the plan.
- Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, including self-service kiosks, in accordance with the requirements of Section 5 of the IAS, except where it is not practicable, the City will provide an explanation, upon request.
- Ensure that training is provided on the requirements of the Accessibility Standards in accordance with Section 7 of the IAS, as well as the Human Rights Code as it relates to people with disabilities.

## Legislation

This policy is legislated under Section 3 of the IAS Regulation, which requires broader public sector organizations, including municipalities, to develop and implement policies, procedures and best practices governing how they will meet the requirements of the Information and Communications, Employment, Transportation, Design of Public Spaces and Customer Service Standards set out within the regulation.

# CITY OF ORILLIA POLICY MANUAL

Part	1	<b>General Government</b>	<b>1.14.1.2.</b>
Section	14	Accessibility Standards	
Sub-Section	1	Customer Service	
Policy	2	Integrated Accessibility Standards	

Page 2 of 12

## Scope

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

## Multi-Year Accessibility Plan

The City shall establish, implement, maintain and document a Multi-Year Accessibility Plan outlining the City's strategy to prevent and remove barriers and meet the requirements set out in the regulation. The Plan will be reviewed and updated at least once every five years.

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

These documents will be posted on the City's website and provided, upon request, in an accessible format.

## Definitions:

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

**Alternative Service:** A service generally intended to be temporary that approaches the desired result until such time as the barrier is removed or an equivalent service is put in place.

**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.

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

# CITY OF ORILLIA POLICY MANUAL

Part	1	<b>General Government</b>	<b>1.14.1.2.</b>
Section	14	Accessibility Standards	
Sub-Section	1	Customer Service	
Policy	2	Integrated Accessibility Standards	

Page 3 of 12

**Contractor:** A company or person with a formal or informal contract to do a specific job on behalf of the City of Orillia.

**Disability:** "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 coordination, 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.

**Guide Dog:** A dog trained as a guide for a blind person and having the qualifications prescribed by the regulations (*Blind Persons' Rights Act*).

**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:

# CITY OF ORILLIA POLICY MANUAL

Part	1	<b>General Government</b>	<b>1.14.1.2.</b>
Section	14	Accessibility Standards	
Sub-Section	1	Customer Service	
Policy	2	Integrated Accessibility Standards	

Page 4 of 12

- (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 Person:** A person who accompanies a person with a disability, in order to assist him or her 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.

## Integrated Accessibility Standards Requirements

To comply with the Information and Communication Standard requirements of the IAS, the City will initially provide information that passes accessibility checks and, upon request, create or arrange for the provision of alternate accessible formats and communication supports for persons with disabilities.

To comply with the Employment Standard requirements of the IAS, the City will identify, prevent and remove barriers across the employment life cycle for people with disabilities.

To comply with the Transportation Standard requirements of the IAS, the City will implement accessible transit service and facilities.

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

# CITY OF ORILLIA POLICY MANUAL

Part	1	<b>General Government</b>	<b>1.14.1.2.</b>
Section	14	Accessibility Standards	
Sub-Section	1	Customer Service	
Policy	2	Integrated Accessibility Standards	

Page 5 of 12

- 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 City 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 City's Accessibility Advisory Committee, as required or as deemed appropriate.

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

**a) The Provision of Goods and Services to Persons with Disabilities:**

The City of Orillia will use reasonable efforts, where possible, to ensure its policies, practices and procedures are consistent with the following principles:

- The City's goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;
- The provision of the City's goods and services to persons with disabilities are integrated with those provided to persons who do not have disabilities unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from the City's goods or services; and
- Persons with disabilities are given an opportunity equal to that of persons without disabilities to obtain, use or benefit from the City's goods and services.

**b) Communication:**

When communicating to a person with a disability, the City of Orillia will do so in a manner that takes into account the person's current barriers. Staff will be trained on how to interact and communicate with people with various types of disabilities.

# CITY OF ORILLIA POLICY MANUAL

Part	1	<b>General Government</b>	<b>1.14.1.2.</b>
Section	14	Accessibility Standards	
Sub-Section	1	Customer Service	
Policy	2	Integrated Accessibility Standards	

Page 6 of 12

## c) Training:

All City employees, volunteers, agents, contractors and others who deal with the public on behalf of the City of Orillia and those involved in developing customer service policies, practices, and procedures, will receive Accessibility Awareness Training. Training will be provided as soon as practicable, as well as on an ongoing basis as changes occur to the City's policies.

The amount and format of training given will be tailored to suit each person's interactions with the public and his/her involvement in the development of policies, procedures and practices pertaining to the provision of goods and services. Training will consist of any or all of the following: City Accessibility Pamphlet, CD training, one-hour awareness training, or three-hour sensitivity training. Contractors and agents providing services on behalf of the City, to the public will be required to confirm they have received the appropriate training.

The City will keep records of the training, including the date on which training is provided and the number of individuals to whom it is provided. The names of individuals trained will be recorded for training administration purposes, subject to the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA).

Accessibility Awareness Training will include the following elements:

- a) A review of the purposes of the AODA and the requirements of the Customer Service Standard;
- b) How to provide goods and services in a manner that respects the dignity and independence of persons with disabilities;
- c) How to communicate with persons in a manner that takes into account their disabilities;
- d) 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;
- e) The process for people to provide feedback to the City about its provision of goods and services to persons with disabilities, and how the City responds to the feedback and takes action on any complaint;
- f) How to use equipment or devices available on City premises or provided by the City that may help with the provision of goods and services; and
- g) What to do if a person with a disability is having difficulty accessing City's goods and services.

# CITY OF ORILLIA POLICY MANUAL

Part	1	<b>General Government</b>	<b>1.14.1.2.</b>
Section	14	Accessibility Standards	
Sub-Section	1	Customer Service	
Policy	2	Integrated Accessibility Standards	

Page 7 of 12

## **d) Service Animals:**

If the public has access to premises owned or operated by the City, 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 City will ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the City'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.

## **e) Support Persons:**

A "support person", in relation to a person with a disability, means another person who accompanies him/her in order to assist with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

If a person with a disability is accompanied by a support person, they are both permitted to enter the premises together and are not prevented from having access to each other while on the premises.

The City may require a person with a disability to be accompanied by a support person while on its premises, but only if, after consulting with the person with a disability and considering the available evidence, the City determines a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

Where fees for services are required to any City facility or event, the advertised fee schedule will include the required fee for a support person. If the City requires a person with a disability to be accompanied by a support person while on the premises, the City shall waive payment of the amount, if any, payable in respect of the support person's admission to the premises or in connection with the support person's presence on the premises.

# CITY OF ORILLIA POLICY MANUAL

Part	1	<b>General Government</b>	<b>1.14.1.2.</b>
Section	14	Accessibility Standards	
Sub-Section	1	Customer Service	
Policy	2	Integrated Accessibility Standards	

**f) Assistive Devices:**

A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefiting from the City's goods, services or facilities. Exceptions may occur in situations where the City 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 City may offer a person with a disability other reasonable measures of assistance in obtaining, using and benefiting from the City's goods, services or facilities, where the City 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.

**g) Notice of Temporary Disruptions in Services and Facilities:**

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

If, in order to obtain, use or benefit from the City'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 City shall give 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.

The City will provide notice of the information in a conspicuous place at the affected facility, by posting it on the City's website ([www.orillia.ca](http://www.orillia.ca)) or by such other method that as is reasonable under the circumstances.

In the event of a temporary service disruption that would limit a person with a disability from gaining access to City facilities, goods or services, the City shall post a notice in a conspicuous place at the facility and/or make the disruption known to customers in the following methods/places (depending on circumstances):

- City's website
- Customer reception
- Notice on entrance doors



# CITY OF ORILLIA POLICY MANUAL

Part	1	<b>General Government</b>	<b>1.14.1.2.</b>
Section	14	Accessibility Standards	
Sub-Section	1	Customer Service	
Policy	2	Integrated Accessibility Standards	

Page 9 of 12

All notices of disruption shall include:

- the name of the event/service;
- the normal service location being impacted;
- alternate service locations;
- alternate service methods;
- hours of service availability;
- contact information; and
- any other information deemed appropriate to deliver a good or service.

## **h) Notice of Availability of Documents**

All documents required by the Customer Service Standards, including the City's policy, procedures and practices, notices of temporary disruptions, training records and written feedback process are available upon request, subject to MFIPPA.

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

## **i) Format of Documents (correspondence, invoices, etc.)**

The City of Orillia 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.

The City of Orillia will provide a document or information contained in a document, in a format that takes into account the person's disability. The City of Orillia and the person with a disability may agree upon the format to be used for the document or information.

## **j) Feedback Process:**

Feedback from the public is encouraged as it may identify areas that may require change and/or service improvement to the City's goods, services or facilities.

# CITY OF ORILLIA POLICY MANUAL

Part	1	<b>General Government</b>	<b>1.14.1.2.</b>
Section	14	Accessibility Standards	
Sub-Section	1	Customer Service	
Policy	2	Integrated Accessibility Standards	

Page 10 of 12

The City may receive feedback about the manner in which it provides goods, services or facilities to persons with disabilities as follows:

- (a) by mail addressed to: City of Orillia  
Clerk's Department  
50 Andrew Street South  
Suite 300  
Orillia, ON L3V 7T5
- (b) by telephone at: 705-325-1311
- (c) in person at: City Hall, 50 Andrew Street South  
3rd Floor
- (d) or by email at: [clerks@orillia.ca](mailto:clerks@orillia.ca)

Upon receipt of a Customer Service Feedback Form by the Clerk's Office, the form will be forwarded to the appropriate staff to review. Any action will be coordinated with the Clerk's Office.

The City shall ensure that the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on request.

Information about the feedback process will be posted on the City's website ([www.orillia.ca](http://www.orillia.ca)) as well as on the feedback document. The City will strive to provide responses to feedback within five (5) business days from its receipt.

Failure to comply with this Policy or the requirements of the IAS could result in penalties as prescribed in Part V of the IAS.

## 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.

The City Clerk will be responsible for initiating the review of this Policy.

# CITY OF ORILLIA POLICY MANUAL

Part	1	<b>General Government</b>	<b>1.14.1.2.</b>
Section	14	Accessibility Standards	
Sub-Section	1	Customer Service	
Policy	2	Integrated Accessibility Standards	

Page 11 of 12

## Related Policies

- 5.1.6.1. - Individual Accommodation Plan
- 5.1.6.2. - Recruitment, Communications, Career Development
- 5.1.6.3. - Non-Occupational Return to Work Disability Related

## Pertinent 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

Customer Service Feedback Form

**Attachment:** Appendix A - Notice of Service Disruption

(R. 2012-358 12.12.10)  
(R. 2014-17 14.02.10)  
(R. 2016-168 16.08.22)

# CITY OF ORILLIA POLICY MANUAL

Part	1	<b>General Government</b>	<b>1.14.1.2.</b>
Section	14	Accessibility Standards	
Sub-Section	1	Customer Service	
Policy	2	Integrated Accessibility Standards	



## APPENDIX A

# City of Orillia

## Notice of Service Disruption

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

---

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

Reason for the disruption: \_\_\_\_\_

The following alternative facilities / services are available:

---

---

On behalf of the City of Orillia, we would like to thank you for your patience and cooperation in this matter.

For more information please contact:

\_\_\_\_\_ at \_\_\_\_\_