

# Accessible Customer Service Standards

Town of Shelburne		
<i>Department / Division:</i>	<i>Date of Issue:</i>	
Clerks Department	December 19, 2016	
<i>Subject:</i>		
Commitment to providing goods and services to people with disabilities		

## **Background**

The Town of Shelburne is committed to ensuring that people with disabilities have the same access to municipal goods and services as any other person, in the same location and in as similar manner as reasonably possible.

## **Purpose**

The purpose of this policy is to ensure that the Town of Shelburne strives to provide goods and services in a way that respects the dignity and independence of people with disabilities at all times in compliance with the **Accessibility for Ontarians with Disabilities Act** and the associated **Ontario Regulations**.

## **Business Practice**

Reasonable efforts will be made to ensure that:

- People with disabilities are provided equal opportunity to obtain, use and benefit from the goods and services of the Town of Shelburne;
- Goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities;
- All goods and services provided to a person with a disability will be integrated with the provision of goods and services to others unless an alternative measure is absolutely necessary to allow the person with a disability to benefit;
- All communications between the Town of Shelburne and a person with a disability will take into account the specific challenges of the disability;
- People with disabilities will be welcome and encouraged to use assistive devices, service animals and support persons as is necessary to access goods and services provided by the Town of Shelburne unless superseded by other legislation.

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Use of Assistive Devices

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### **Background**

In order to fully access services, persons with disabilities will be permitted to use assistive devices at all Town of Shelburne sites.

### **Purpose**

The purpose of this business practice is to clarify the practice related to the use of assistive devices by persons with disabilities on all Town of Shelburne sites.

### **Business Practice**

#### ***Personal Assistive Devices***

Persons with disabilities may bring onto any Town of Shelburne site assistive devices that will allow them to fully access our supports and services. Staff will not lean on, reach over, touch, adjust or move these personal assistive devices without the knowledge or permission of the person with the disability. Wherever possible, staff will remove obstacles for the use of personal assistive devices. If a person with a disability is unable to access the service using his/her own personal assistive device, the staff will try to provide alternative service options to meet the needs of the individual.

#### ***On Site Assistive Devices***

At present, there are two (2) on site devices to assist persons with disabilities to obtain access to the stage in the Grace Tipling Hall, there is also a device on site to assist with vacating the Town Hall during an emergency situation when the elevator cannot be utilized. There are automatic door openers and accessible washrooms, at the Shelburne Town Hall facility. If assistive devices are installed in a Town of Shelburne facility at some time in the future, staff will be trained in the safe and appropriate use of each device.

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

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Communicating with People with Disabilities – Alternative Formats

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### **Background**

Communication with persons with disabilities must be done in a manner that takes into consideration their disability. The Town of Shelburne will provide information and documents in alternative formats.

### **Purpose**

The purpose of this business practice is to document a procedure that will ensure:

- Consistency in collecting information and processing requests for documents in alternative formats
- Accuracy in maintaining records of outcome/action taken for compliance

### **Business Practice**

A notice informing the public of the availability of information in alternative formats will be posted at the service desk or in another prominent place at each Town of Shelburne site, as well as on the Town of Shelburne website. The "Request for Information in an Alternative Format" form will be available in a designated area at each site. Requests for information in alternative formats may be made in person, by telephone or online.

### **Procedure**

- A request for information in an alternative format is received from a member of the public.
- The staff member receiving the request completes the "Request for Information in an Alternative Format" form.
- The "Request for Information in an Alternative Format" form is then forwarded to the responsible manager or supervisor.
- The responsible manager or supervisor will determine the feasibility of the request.
- When the request is for an ASL interpreter, the manager or supervisor will contact the Canadian Hearing Society with the request.
- If the request is feasible, the individual will be contacted and told when the information will be available.
- If the request is not feasible, the individual will be contacted and offered a viable alternative solution.
- A copy of the completed "Request for Information in an Alternative Format" form, including documentation of the outcome/action taken, will be forwarded to the Clerk's Office. The original form will remain with the manager or supervisor at the respective Town of Shelburne site.

This policy is available in an alternative format upon request

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Use of Service Animals

### **Background**

Some people with disabilities rely on guide dogs or other service animals that are specially trained to assist them. The animal is a “service animal” if it is readily apparent that the animal is being used by the person with the disability for reasons pertaining to his/her disability. Persons with disabilities are permitted to be accompanied by service animals in all areas open to the public or third parties unless the animal is otherwise excluded by law.

### **Purpose**

The purpose of this business practice is to outline a procedure that will ensure that:

- Persons with disabilities accompanied by services animals have full access to services at Town of Shelburne sites
- Alternative methods of service are provided to persons with disabilities in those special circumstances in which the animals are excluded by law or the rights of other individuals are affected by the presence of the service animal

### **Business Practice**

The Town of Shelburne will permit people with disabilities to be accompanied by service animals in all areas open to the public or third parties in all Town of Shelburne sites unless the animal is otherwise excluded by law. Animals would be excluded by law from those places where food is prepared or medical procedures are performed.

### **Procedures**

#### Normal Operations

- When a person with a disability enters a Town of Shelburne site with an animal that is obviously a service animal, he/she will be permitted to enter all areas of the facility that are normally open to the public and third parties.
- If it is not readily apparent that the animal is a service animal, a letter from a doctor or nurse documenting the need for a service animal must be presented.
- Staff should not touch, speak to or in any other way interfere with the service animal.

#### Special Circumstances

- When staff or other members of the public declare a severe allergy or fear/phobia in the relation to the service animal, the following steps should be taken:
  - Meet with all concerned parties and work out a solution that is acceptable to everyone involved.
    - **Examples:** assign a different staff member to the person with the service animal, keep the individuals separated, ask them to attend on alternative days, etc.

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Use of Service Animals

- If a workable solution cannot be achieved, the animal may need to remain in a safe place outside of the area and the person with a disability may enter without the animal.
  - **Example:** A person with a visual impairment would leave the guide animal outside and would be guided to the service by a member of the staff.
  - The manager or supervisor should be consulted in those situations where a workable solution cannot be found.
- When a person with a disability wishes to enter an area where animals are prohibited by law with their service animal the following steps should be taken:
  - Offer to assist the person so that the animal can remain in a safe place outside.
  - Accommodate the individual (if possible) by delivering goods and services in an area outside of the prohibited space.
  - The manager or supervisor should be consulted in those situations where a workable solution cannot be found.
- Service animals will be exempt from Town of Shelburne animal licensing requirements as long as a letter is provided from their registered health care provider or recognized service agency indicating the animal is providing assistance for persons with disabilities.

## Town of Shelburne

*Department / Division:*

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Support Persons

### **Background**

Some people with disabilities rely on support persons for certain services or assistance. The support person, in relation to the person with the disability, is a person hired or chosen to accompany the person with the disability to assist with communication, mobility, personal care, medical needs or with access to services.

### **Purpose**

The purpose of this business practice is to outline a process that will ensure that:

- Persons with disabilities have full access to services at Town of Shelburne sites while accompanied by support persons
- Issues of confidentiality and health/safety are fully addressed in relation to the person with the disability and the support person

### **Business Practice**

- The Town of Shelburne will permit people with disabilities to be accompanied by support persons in all areas open to the public or third parties in all Town of Shelburne sites.
- Where there is a significant risk to the health and safety of the person with the disability or the health and safety of other people at the facility, the Town of Shelburne may request that the person with the disability (e.g. person with a severe seizure disorder, very limited mobility, serious mental health issue, etc.) be accompanied by a support person.
  - Staff member observes the situation and discusses his/her concerns with a supervisor.
  - Supervisor determines whether there is significant risk to the person/other persons in allowing him/her to continue to use Town of Shelburne services without additional support.
  - If a support person is deemed necessary, the person with the disability will be informed of our concern and will be asked to bring a support person of his/her choice on the next visit to the facility.
- Every effort will be made to protect privacy and maintain confidentiality. If there is a requirement to share information of a confidential nature in the presence of the support person, the person with the disability or the assigned guardian or trustee will be asked to complete the "Accessible Customer Service Consent Form" available in the designated area at each site.

This policy is available in an alternative format upon request

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Disruption of service

### **Background**

Persons with disabilities rely on particular systems and supports in order to fully access services in facilities. Since they often expend considerable effort to access services, there may be significant inconvenience to them if these services are not available. A Notice of Service Disruption will be provided whenever there will be a temporary disruption in service.

### **Purpose**

The purpose of this business practice is to outline the process of notifying the public of a temporary disruption of service, providing as much advanced notice possible to minimize the inconvenience to persons with disabilities.

### **Business Practice**

A service disruption at the Town of Shelburne may include an anticipated event resulting in a major shut down of services, such as an official holiday, or an unanticipated occurrence such as an out of service accessible washroom. In the case of an anticipated service disruption, notice will be provided a minimum of two weeks in advance on both the municipal website and at each site affected by the disruption. Notice of service disruption for an unanticipated event will be posted as soon as it occurs.

### **Procedure**

- A manager or staff member will be assigned the task of updating the website with the Notice of Service Disruption when the service disruption affects all municipal sites.
- For a site specific service disruption, a staff member working at the site will be designated to update the website with the Notice of Service Disruption and to post the Notice of Service Disruption at all entrances to the facility and at the service desk area. For service disruptions of a more limited nature, such as an out of service accessible washroom, a notice would be placed at the site of the service disruption. Notices posted on site should be at a height that is accessible to a person in a wheelchair
- The Notice of Service Disruption must include the reason for the service disruption and the duration of the service disruption
- Alternative facilities or services available to meet the needs of persons with disabilities
- A "Notice of Service Disruption" form is available in a designated area at each Town of Shelburne site.

This policy is available in an alternative format upon request

## Town of Shelburne

*Department / Division:*

Clerks Department

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*Subject:*

Customer Feedback

### **Background**

The Town of Shelburne is committed to providing exceptional accessible customer service to persons with disabilities. Members of the public will be given the opportunity to provide feedback on the level and quality of service to persons with disabilities and offer suggestions for improvement.

### **Purpose**

The purpose of this business practice is to document a procedure that will ensure:

- Consistency in the collection of comments and complaints regarding service to persons with disabilities
- Efficiency in addressing suggestions and complaints
- Accuracy in maintaining records of outcome/action taken for compliance

### **Business Practice**

A notice inviting the public to provide feedback on service delivery to persons with disabilities will be posted at a prominent place at each Town of Shelburne site, as well as on the Town of Shelburne website. Comments and complaints may be received in person, by telephone, online or in an alternative format. While there may be some overlap between a comment (feedback) and a complaint, each will be dealt with separately using different forms. These forms, the "Accessible Customer Service Feedback Form" and the "Accessible Customer Service Complaint Form", will be kept in a designated area at each Town of Shelburne site. All complaints, regardless of how insignificant they may appear to be, will be documented on the "Accessible Customer Service Complaint Form" and dealt with in accordance with the procedural guidelines outlined below.

### **Procedure**

- A staff member receives feedback or a complaint about the service provided to a person with a disability. There may be some discussion to clarify the issue or to resolve it if it is a complaint.
- The person will be asked to complete the relevant form. The staff member may assist, if necessary.
- If the person refuses to include personal information, write "refused" across the top of the page and inform the person that we will not be able to inform them about the outcome/action taken.
- The form will be forwarded to the appropriate Town of Shelburne manager or supervisor for review and action/resolution.
- The person will be notified by the appropriate Town of Shelburne manager or supervisor of the action/resolution.
- A copy of the completed "Accessible Customer Service Feedback Form" or "Accessible Customer Service Complaint Form" including documentation of the outcome/action taken will be forwarded to the Clerk's Office. The original form will remain with the manager or supervisor at the respective Town of Shelburne site.

This policy is available in an alternative format upon request



## Town of Shelburne

*Department / Division:*

Clerks Department

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*Subject:*

AODA Training

### **Background**

The Town of Shelburne is committed to ensuring that people with disabilities have the same access to municipal goods and services as any other person, in the same location and in as similar manner as reasonably possible. To ensure that this commitment to service is carried out the following training policy has been created.

### **Purpose**

The Town of Shelburne is required to provide training to all employees and others who deal with the public on behalf of the Town of Shelburne. The Town of Shelburne must also train those who are involved in the development of policies, practices and procedures.

### **Business Practice**

Training may be delivered by lecture, interactive on-line programming or approved self-study programs. Regardless of the type of training delivery method the lessons will meet the following criteria:

- Review the purpose of the Accessibility for Ontarians with Disabilities Act and the requirements of each of the AODA's designated standards;
- How to interact and communicate with people with various types of disabilities;
- How to interact with people who use assistive devices, service animals or support persons;
- How to use the equipment or assistive devices available at Town of Shelburne locations, if applicable;
- What to do if a person is having difficulty accessing your goods or services;
- Information on the Town of Shelburne policies, practices and procedures relating to the customer service standards.

All employees and others who deal with the public on behalf of the Town of Shelburne will receive training within 90 days of being hired.

All employees and others who deal with the public on behalf of the Town of Shelburne that assume a new role which puts them in contact with the public will receive training within 90 days of beginning their new role.

All employees and others who deal with the public on behalf of the Town of Shelburne will receive refresher training when policies, procedures or practices are changed or modified.

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AODA Training		

Some employees and others who deal with the public on behalf of the Town of Shelburne may require job specific training which differs from that of other employees.

The Town of Shelburne is required to maintain a record of all training provided under the AODA and the associated regulations. The training record will contain the date of training, the type of training and the names of the participants.

# Integrated Accessible Standard

Town of Shelburne		
<i>Department / Division:</i> Clerks Department	<i>Date of Issue:</i> December 16, 2016	
<i>Subject:</i> Statement of Commitment		

## **Background**

The Town of Shelburne is obligated to develop a Statement of Commitment under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

## **Purpose**

The purpose of this business practice is to create a statement of commitment that provides a frame work within which accessibility plans and initiatives are to be created in order to move the organization towards the goal of improved accessibility for people with disabilities. The Town of Shelburne endeavours to provide accessibility and accommodation as prescribed in the AODA.

The commitments in this business practice are intended to ensure that accessibility remains a priority in the Town of Shelburne's decision-making process and will serve to assist in ensuring that decisions improve accessibility and do not inadvertently create barriers.

## **Business Practice**

The Town of Shelburne is committed to the principles of independence, dignity, integration and equality of opportunity described in the AODA and to meeting the needs of people with disabilities, in a timely manner, through the implementation of this policy.

The Town of Shelburne is committed to establishing, implementing and maintaining policies, practices and procedures that meet the requirements of the information and communications, employment, transportation and built environment standards as applicable to meeting the needs of people with disabilities in a timely manner.

The Town of Shelburne is committed to excellence in serving every person. When providing information to, or communicating with, a person with a disability, we will do so in a manner that takes into account the person's unique abilities.

The Town of Shelburne is committed to ongoing improvements to accessibility in its premises and facilities as required by law, as well as to the services offered to everyone.

The Town of Shelburne is committed to promoting values that support relationships between people with disabilities and the Town of Shelburne.

The Town of Shelburne is committed to seeking the input of people with disabilities in the development and review of its accessibility plan.

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 16, 2016

*Subject:*

Statement of Commitment

The Town of Shelburne is committed to the establishment, implementation and maintenance of a multi-year accessibility plan which outlines the Town of Shelburne's strategy to prevent and remove barriers and meet its requirements under the Integrated Accessibility Standard.

The Town of Shelburne is committed to the incorporation of accessibility criteria and features when procuring or acquiring goods, services or facilities.

The Town of Shelburne is committed to the incorporation of accessibility criteria and features when designing, procuring or acquiring self-service kiosks.

The Town of Shelburne is committed to the training of all employees and persons who deal with the public and anyone involved in the development and/or approval of Town of Shelburne policies, practices and procedures on the requirements under the Integrated Regulation and the Human Rights Code as it pertains to persons with disabilities on behalf of the Town of Shelburne.

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Multi-Year Accessibility Plan

### **Background**

The Town of Shelburne is obligated to develop a Multi-Year Accessibility Plan under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

### **Purpose**

The purpose of this business practice is to create a workable multi-year accessibility plan that outlines the organization's strategy to prevent and remove barriers and meet its requirements under the Integrated Regulation. This plan will meet the needs of everyone with disabilities including employees of the Town of Shelburne.

### **Business Practice**

The County of Dufferin's Accessibility Advisory Committee will establish, implement and maintain a multi-year accessibility plan that meets the legislated requirements of the following municipalities as permitted by legislation:

- Township of Amaranth;
- Township of East Garafraxa
- Township of Melancthon
- Township of Mulmur
- Town of Grand Valley
- Town of Mono
- Town of Shelburne

The Town of Shelburne will actively assist the Dufferin County Accessibility Advisory Committee with the establishment, implementation and maintenance of a multi-year accessibility plan which will outline the Town of Shelburne's specific strategy to prevent and remove barriers.

The multi-year accessibility plan will indicate how the Town of Shelburne intends to implement the requirements of the Integrated Regulation within legislated timelines. The plan will also address the identification, removal and prevention of barriers to people with disabilities in the organization.

Specifically the multi-year plan will:

- a) Provide a framework for developing cohesive accessibility initiatives which identify, remove and prevent barriers.

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*Subject:*

Multi-Year Accessibility Plan

- b) Set annual goals for specific improvements to accessibility
- c) Establish action plans for meeting those goals and initiating accountability at various levels
- d) Seek input and suggestions from the wider organizational community

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Purchasing or acquiring goods, services or facilities

### **Background**

The Town of Shelburne is obligated to develop a Purchasing or Acquiring of Goods, Services or Facilities policy under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

### **Purpose**

The purpose of this business practice is to create an accessibility policy for procuring or acquiring goods, services or facilities, except where it is not practicable to do so.

### **Business Practice**

The Town of Shelburne will assess current purchasing and procurement processes, policies, practices and procedures to identify barriers for persons with disabilities.

The Town of Shelburne will ensure that when purchasing or acquiring goods, services or facilities that accessibility for persons with disabilities are taken into account and all reasonable efforts are made to ensure the goods, services or facilities are barrier free.

The Town of Shelburne will incorporate its strategy for accessibility in its purchasing and procurement practices into its multi-year accessibility plan.

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Self Service Kiosks

### **Background**

The Town of Shelburne is obligated to develop an accessible Self Service Kiosk policy under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

### **Purpose**

The purpose of this business practice is to ensure that the Town of Shelburne considers accessibility features in the design, purchase and procurement of self-service kiosks.

### **Business Practice**

In the event that the Town of Shelburne indicates their intentions to acquire self-service kiosks in the Multi-Year Accessibility plan:

The Town of Shelburne will indicate the type of kiosks, accessibility features and location of each self-service kiosk in the Multi-Year Accessibility Plan.

The Town of Shelburne will ensure that details and accessibility features of each self-service kiosk are posted in a public space on the premises as well as on the Town of Shelburne website.

The Town of Shelburne will ensure that staff are trained on the use and accessibility features of the self-service kiosks.



## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Accessibility and Human Rights Training

### **Background**

The Town of Shelburne is obligated to develop an Accessibility and Human Rights Training policy under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

### **Purpose**

The purpose of this business practice is to ensure that the Town of Shelburne provides training to all employees and others who deal with the public on the Town of Shelburne's behalf, as well as all others involved in the development of policies, practices and procedures for the Town of Shelburne.

### **Business Practice**

The Town of Shelburne will provide training to all employees and others who deal with customers and the public on the Town of Shelburne's behalf, and persons who are involved in the development and approval of policies, practices and procedures on the requirements under the Integrated Regulation and the Human Rights Code as it pertains to persons with disabilities.

Training will be provided as soon as practicable after an individual assumes responsibilities related to the public or a task under the standards.

The amount and format of training will be tailored to suit each person's anticipated interactions with the public or his/her involvement in the development of policies, procedures and practices pertaining to the provision of goods and services. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

# Information and Communication Standard

Town of Shelburne		
<i>Department / Division:</i>	<i>Date of Issue:</i>	
Clerks Department	December 19, 2016	
<i>Subject:</i>		
Accessible Information and Communications		

## **Background**

The Town of Shelburne is obligated to develop an Accessible Information and Communications policy under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

## **Purpose**

The purpose of this business practice is to create the framework within which accessibility plans and initiatives are to be created in order to move the Town of Shelburne towards the goal of improved accessibility for people with disabilities, specifically with regard to the information and communications standard in the Integrated Regulation.

## **Business Practice**

The Town of Shelburne is committed to working towards being compliant with the information and communications standard under the AODA as they are introduced and become law.

The Town of Shelburne is committed to excellence in serving everyone including persons with disabilities. When providing information to, or communicating with, a person with a disability, we will provide the information and communication in a manner that takes into account the persons abilities as provided in the customer service standard and under the Integrated Regulation.

The Town of Shelburne is committed to ongoing improvements to the accessibility of its information and communication systems offered to the public, employees, contractors and volunteers.

The Town of Shelburne is committed to promoting values that support relationships between people with disabilities and the Town of Shelburne.

The Town of Shelburne is committed to meeting alternative format requests in a timely fashion that is appropriate to the situation.

The Town of Shelburne will identify, remove and prevent barriers to access of information and communications of the Town of Shelburne.

The Town of Shelburne will provide or make arrangements for accessible formats and information and communication supports when a person with a disability requests them.

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Accessible Information and Communications

The Town of Shelburne will make accessible formats and communications supports available in a timely manner and at no additional cost other than the regular price charged to everyone for the same information.

The Town of Shelburne will conform to the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0 as outlined in the Information and Communications Standard for accessible websites and web content.

The Town of Shelburne will ensure that emergency procedures, plans or public safety information meet the needs of persons with disabilities.

The Town of Shelburne will provide emergency procedures, plans or public safety information in an accessible format or with communications supports on request.

The Town of Shelburne will notify the public of the availability of accessible information and communications.

The Town of Shelburne will ensure that it has a process for receiving and responding to feedback that is accessible to persons with disabilities.

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Accessible Formats

### **Background**

The Town of Shelburne is obligated to develop an Accessible Information and Communications policy under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

### **Purpose**

The purpose of this business practice is to address how, in a timely manner, the Town of Shelburne will ensure all information and methods of communications to and from a person will be designed to be accessible to everyone.

### **Business Practice**

The Town of Shelburne will provide or arrange for the provision of accessible formats and communications supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs upon request.

The Town of Shelburne will consult with the person making the request in determining the suitability of an accessible format or communication support.

The Town of Shelburne will notify the public about the availability of accessible formats and communications supports in publicly accessible spaces as well as on the Town of Shelburne website.

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Feed Back Process

### **Background**

The Town of Shelburne is obligated to develop an Accessible Feed Back Process under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

### **Purpose**

The purpose of this business practice is to address how, in a timely manner, the Town of Shelburne will ensure that anyone, including people with disabilities, can provide feedback to the Town of Shelburne.

### **Business Practice**

A notice inviting the public to provide feedback on service delivery to persons with disabilities will be posted at a prominent place at each Town of Shelburne site, as well as on the Town of Shelburne website. Comments and complaints may be received in person, by telephone, online or in an alternative format. While there may be some overlap between a comment (feedback) and a complaint, each will be dealt with separately using different forms. These forms, the "Accessible Customer Service Feedback Form" and the "Accessible Customer Service Complaint Form", will be kept in a designated area at each Town of Shelburne site. All complaints, regardless of how insignificant they may appear to be, will be documented on the "Accessible Customer Service Complaint Form" and dealt with in accordance with the procedural guidelines outlined below.

### **Procedure**

- A staff member receives feedback or a complaint about the service provided to a person with a disability. There may be some discussion to clarify the issue or to resolve it if it is a complaint.
- The person will be asked to complete the relevant form. The staff member may assist, if necessary.
- If the person refuses to include personal information, write "refused" across the top of the page and inform the person that we will not be able to inform them about the outcome/action taken.
- The form will be forwarded to the appropriate Town of Shelburne manager or supervisor for review and action/resolution.
- The person will be notified by the appropriate Town of Shelburne manager or supervisor of the action/resolution.
- A copy of the completed "Accessible Customer Service Feedback Form" or "Accessible Customer Service Complaint Form" including documentation of the outcome/action taken will be forwarded to the Clerk's Office. The original form will remain with the manager or supervisor at the respective Town of Shelburne site.

## Town of Shelburne

*Department / Division:*

Clerks Department

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December 19, 2016

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Emergency response procedures, plans or public safety information

### **Background**

The Town of Shelburne is obligated to develop an Emergency response procedures, plans or public safety information policy under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

### **Purpose**

The purpose of this business practice is to ensure that the Town of Shelburne makes its emergency response procedures, plans and public safety information available in an accessible format or with appropriate communication supports.

### **Business Practice**

The Town of Shelburne will provide or make arrangements for accessible formats and information and communication supports of the emergency response plan and safety information when a person with a disability requests them.

The Town of Shelburne will make accessible formats and communication supports for emergency response plans and safety information available in a timely manner and at no additional cost greater than the regular price charged to everyone for the same information.

The Town of Shelburne will notify the public about the availability of the accessible emergency response plan and safety information by including a statement in the plan itself as well as on the Town of Shelburne website.

The Town of Shelburne will ensure that all staff involved in assisting people with disabilities during an emergency response will do so in a safe manner. Staff must also ensure that the environment, equipment, information and communications and tools used during the emergency response are safe, current and in good working condition.

The Town of Shelburne will ensure that all emergency responders have completed the ***Accessible Customer Service for Emergency Responders*** (EM 131) self-directed course offered by the Office of the Fire Marshall and Emergency Management.

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Accessible website and web content

### **Background**

The Town of Shelburne is obligated to develop an Accessible website and web content policy under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

### **Purpose**

The purpose of this business practice is to ensure that the Town of Shelburne will achieve an accessible website and web content through meeting the requirements under the Information and Communications Standard.

### **Business Practice**

The Town of Shelburne is committed to the process of providing online information and communications and services that are accessible to all. This includes working with web designers, hosts and IT professionals to:

- Identify, remove and prevent barriers to access of online information and communications systems.
- Create, provide and receive information and communications in ways that are accessible for people with disabilities.
- Provide or make arrangements for accessible formats and information and communications supports when a person with a disability requests them.
- Make accessible formats and communication supports available in a timely manner and at a cost not more than the regular price charged to everyone for the same information.
- Conform to the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0 for accessible website and web content.
- Notifying members of the public about the availability of accessible information and communications.
- Providing a feedback process to the public.

The Town of Shelburne will plan how to achieve accessibility, including assessing and testing the website for barriers.

The Town of Shelburne will implement the appropriate solutions and guidelines to remove barriers discovered by staff.

The Town of Shelburne will advise the public of the steps taken to remove any barriers to accessibility on the Town of Shelburne website.

The Town of Shelburne will ensure that the appropriate staff are trained on the policies, practices and procedures for web accessibility.

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Accessible Public Libraries

### **Background**

The Town of Shelburne is obligated to develop an Accessible Public Libraries policy under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

### **Purpose**

The purpose of this business practice is to ensure that the Shelburne Public Library Board provides, procures or acquires by other means an accessible or conversion ready format of print, digital or multimedia resources or materials for people with disabilities.

### **Business Practice**

The Shelburne Public Library will provide access to or arrange for accessible materials where they exist.

The Shelburne Public Library will inform the public about the availability of accessible materials. Upon request, information must be provided in an accessible format or with suitable communication supports.

The Shelburne Public Library may, at their discretion, provide accessible formats for archival materials, special collections, rare books and donations.



# Employment Standard

Town of Shelburne		
<i>Department / Division:</i> Clerks Department	<i>Date of Issue:</i> December 19, 2016	
<i>Subject:</i> Accessible Employment		

## **Background**

The Town of Shelburne is obligated to develop an Accessible Employment policy under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

## **Purpose**

The purpose of this business practice is to express the Town of Shelburne commitment to providing a framework within which the Town of Shelburne will ensure improved accessibility with regard to the employment standard in the Integrated Regulation.

## **Business Practice**

The Town of Shelburne is committed to ensuring that people with disabilities have the same opportunity of access to employment opportunities and related services as do all prospective and current employees.

The Town of Shelburne is committed to meeting the accessibility needs of people with disabilities, in a timely manner, in its human resources practices, processes, policies and procedures and employment related services.

The Town of Shelburne will ensure that in its recruitment practices the public is made aware that it will provide accommodation for applicants with disabilities in its **recruitment, assessment and selection process**.

Employees of the Town of Shelburne will be made aware that it provides accommodation for applicants with disabilities in its **recruitment, assessment and selection process**.

When the Town of Shelburne selects job applicants for a job selection process it will make applicants aware that, upon request, they have access to accommodation in relation to materials and processes that will be used for applicant selection and that take into account their accessibility needs due to disability.

When the Town of Shelburne makes an offer of employment, it will notify the successful applicant of its policy of accommodating employees with disabilities.

The Town of Shelburne will inform new and existing employees of its policy of providing **supports for employees** with disabilities and procedures that provide for job accommodations.

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Accessible Employment

Where an employee with a disability so requests, the Town of Shelburne will consult with the employee to provide or arrange for **accessible formats and communication supports** in relation to information that is generally available to employees in the workplace and that the employee needs to perform his or her job.

The Town of Shelburne will ensure that individualized **workplace emergency response information** is provided to employees who have a disability provided the disability is such that individualized information is necessary and the municipality has been made aware of the need for accommodation due to the disability.

If an employee who receives an individualized **workplace emergency response plan** requires assistance, the Town of Shelburne will, with the employees consent, provide such information to the person designated to provide the necessary assistance.

The Town of Shelburne will review individualized workplace emergency response information:

- a) When an employee moves to a different location
- b) When the employees overall accommodations needs or plans are reviewed
- c) When the company reviews its general emergency response procedures

The Town of Shelburne will have a written process in place for the development of documented **individual accommodations plans** for employees with disabilities.

The Town of Shelburne written process will address:

- a) How the employee requesting the accommodation can participate in the development of the individual accommodation plan.
- b) The means by which the employee is assessed on an individual basis.
- c) How the company can request an evaluation by an outside medical or other expert, at the municipality's expense, to assist in determining if accommodation can be achieved and, if so, how it can be achieved.
- d) How the employee can request to have a representative of their bargaining unit, or another workplace representative if the employee is not a member of a bargaining unit, participate in the development of the accommodation plan.
- e) The steps taken to protect the privacy of the employee's personal information.
- f) The frequency with which the **individual accommodation plan** will be reviewed and updated and how this will be done.
- g) How the reasons for denying an **individual accommodation plan** will be provided to an employee if accommodation is denied.

## Town of Shelburne

<i>Department / Division:</i>	<i>Date of Issue:</i>	
Clerks Department	December 19, 2016	
<i>Subject:</i>		
Accessible Employment		

- h) How the municipality will ensure that the **individual accommodation plan** is provided in a format that takes into account the employee's accessibility needs due to a disability.

The Town of Shelburne will provide **individual accommodation plans** that:

- a) Include, if requested, any information regarding accessible formats and accommodations supports provided.
- b) Include, if required, individualized workplace emergency response information.
- c) Identify and other accommodation to be provided.

The **return-to-work process** required under the AODA does not replace or override any other **return-to-work process** created as a result of any other statutory obligations under the *Workplace Safety and Insurance Act* and requires the Town of Shelburne to develop, put in place and document 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. The process will include:

- a) An outline of the steps the Town of Shelburne will take to facilitate the return to work of employees who were absent because disability required them to be away from work.
- b) The use of documented individual accommodation plans as part of the process.
- c) Accessibility awareness training for all staff involved in program or design or delivery related to these responsibilities.

In administering its **performance management process** the Town of Shelburne will take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans.

Where the municipality provides **career development and advancement** to its employees, the Town of Shelburne will take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans.

Where the Town of Shelburne has a **redeployment** process in place, it will take into account the accessibility needs of employees with disabilities as well as any **individual accommodation plans** during the **redeployment** process.

The Town of Shelburne will provide **training for staff** on this business practice, the employment standards under the Integrated Regulation and the Human Rights Code as it pertains to the duty to accommodate to all employees with disabilities.

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Accessible Employment

Training will be provided to:

- a) All employees
- b) All those involved in the development and approvals of municipal policies, practices and procedures, and
- c) All other persons who provide goods, services or facilities on the municipality's behalf.

The Town of Shelburne will maintain records of training delivered to staff and make these records available for inspection as may be required.

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Accessible Recruitment, Assessment and Selection

### **Background**

The Town of Shelburne is obligated to develop a Recruitment, Assessment and Selection policy under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

### **Purpose**

The purpose of this business practice is to ensure consistent and equitable standards for recruitment, assessment and selection of prospective employees, including persons with disabilities for the Town of Shelburne.

### **Business Practice**

Management and staff who have responsibility for recruiting, hiring and employee selection and/or those who supervise the work of employees of the Town of Shelburne will ensure the provisions of this policy are implemented.

Senior management will identify and remove any employment practices or selection criteria that may result in employment barriers for any individual or groups. Such barriers would include and requirement that is not a bona fide occupational requirement.

Management and Human Resources staff will:

Develop employment practices, procedures, guidelines and tools which promote a fair and equitable process and support the hiring manager or designate in making the best hiring decision possible.

Ensure that all recruitment activities and staffing decisions comply with statutory requirements, collective agreements (if applicable) and corporate policies and procedures.

Perform candidate screening based on pre-determined objective criteria.

Review the job description to ensure it is still accurate in terms of duties and requisite qualifications.

Post the position as per the established procedures.

Ensure accessibility and accommodations are provided (as needed) for candidates.

Safeguard the privacy and confidentiality of candidate information.

Maintain documentation associated with all phases of the selection process.

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Accessible Recruitment, Assessment and Selection

Complete reference checking once consent is received, verify all licenses and professional designations and confirm if there is a requirement for a reference or credit check.

Extend the offer of employment along with information about the Town of Shelburne duty to accommodate.

The hiring manager must consider the skills and personal attributes needed to perform the role effectively. A job description states the essential and desirable criteria for selection. This is based on a set of competencies identified as necessary for the performance of the job. The job description should be used to form the criteria you use to short-list applicants. In general specifications should include, at a minimum, details of:

- Skills, aptitude, knowledge and experience
- Qualifications (which should only be those necessary to do the job)
- Personal qualities relevant to the job, such as the ability to work as part of a team.

A job advertisement should contain the following information:

- The outline requirements of the job
- Education, skills, knowledge and experience necessary to do the job
- The essential and the desirable criteria for job applicants
- Salary range
- Job tenure
- Closing date
- The availability of accommodation for applicants with disabilities in the recruitment process.

Job postings/advertisements must be inclusive, with careful consideration of the way people with disabilities are portrayed.

All advertisements must contain as much information as possible to ensure the correct recruitment group is targeted and reduce unsuitable applications, while remaining as inclusive and cost-effective as possible.

Vacancies will be posted in a manner that does not market to any one particular group or segment of the population.

The County of Dufferin Employment Resource Centre will be provided with all notifications of municipal employment opportunities.

All external vacancies will be posted on the Town of Shelburne website.

## Town of Shelburne

*Department / Division:*

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December 19, 2016

*Subject:*

Accessible Recruitment, Assessment and Selection

Vacancies that are restricted to internal candidates only will be clearly indicated as such on the advertisement. All internal candidates will be selected for interviews on the same criteria as external candidates.

Employees on maternity/paternity leave, leaves of absence and/or secondments will receive all advertisements for posts advertised the period of their leaves.

Applicants will be encouraged to ask for accommodation for any disability as defined under the AODA and whether there are any reasonable adjustments needed for them to attend as interview. All applicants with a disability who meet the essential criteria for a job will be considered on their merits.

A shortlist of candidates will be drawn up for an interview, based entirely on merit and suitability for the post but taking into account the Town of Shelburne responsibilities in relation to the AODA and the Ontario Human Rights Code.

Applicants that are chosen to participate in the selection process will be notified that accommodations are available upon request in relation to the materials and/or processes to be used.

If an applicant requests an accommodation during the selection process, the Town of Shelburne will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that considers the applicant's accessibility needs due to disability.

A set of questions will be agreed upon by the interview panel in advance and will be developed from the current job description for the post. The panel will seek to develop questions which ask the candidates to give examples of the previous relevant experience.

All candidates will be asked the same questions in the same order, and each interviewer will rate the candidate's responses independently.

Upon request, candidates will be given the opportunity to view the office where they may be working so that they can fully understand the post and provide any input on accommodation requirements should they be successful.

If the applicant requests an accommodation during the interview the Town of Shelburne will consult with the applicant to ensure a solution can be achieved. If necessary the interview will be rescheduled to allow for the accommodation to be arranged.

When making the final selection for any posted position, all appointments will be made strictly on merit and the requirements of the job.

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Accessible Recruitment, Assessment and Selection

When the Town of Shelburne makes an offer of employment, it will notify the successful applicant of its policies for accommodating employees with disabilities.



## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Accessible Return to Work

### **Background**

The Town of Shelburne is obligated to develop a Return to Work policy under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

### **Purpose**

The purpose of this business practice is to ensure that a policy exists to accommodate all sick and/or injured employees so that they can return to work as early and as safely as possible.

### **Business Practice**

Management and staff who have responsibility for human resources and/or management or supervising the work of employees of the Town of Shelburne will ensure the provisions of this policy are implemented.

All work-related injuries and illnesses must be reported to the immediate manager/supervisor. All employees with non-work related injuries and illness must report their need for accommodation to their immediate manager/supervisor.

If needed, immediate first aid or medical attention will be provided at the worksite.

The manager should inform the Joint Health and Safety Committee of the employee's illness/injury in accordance with any health and safety policies.

In the event of a work-related injury or illness, the immediate supervisor/manager shall ensure that a form 7 is filed with the WSIB.

Where a critical injury, as defined by the Ministry of Labour, has occurred the Town of Shelburne will contact the Ministry of Labour immediately and follow all relevant health and safety policies regarding scene preservation, investigation and prevention of further harm.

The employee's manager will interview the employee to determine the details of any work-related incident if necessary.

Where further information is required the Joint Health and Safety Committee or representative will liaise with the employee's medical practitioner. The medical practitioner may be requested to provide a medical certificate and/or a Functional Abilities Form.

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Accessible Return to Work

In consultation with the employee, manager, medical practitioner, rehabilitation service or other designated person(s) a rehabilitation and return-to-work plan with agreed time frames will be developed, and will include:

- The goals of the plan
- List of duties and restrictions
- Individual accommodation required (adjustments to duties, work stations, work hours, etc.)
- Communication support and assistive technologies required
- Hours to be worked
- Details of training requirements
- Anticipated time frame of plan
- Details of pay during the period
- Formal review every three months (or sooner if required)

The manager, Joint Health and Safety Committee or Human Resources representative will maintain good communications between all parties involved, including providing feedback on the rehabilitation and return-to-work plan while maintaining confidential and up-to-date records of the progress of the plan.

Where it is identified that an employee is not progressing and achieving goals as agreed in the rehabilitation and return-to-work plan, the manager, medical practitioner and human resources representative will identify areas of concern, seek appropriate additional advice as indicated and amend the plan accordingly.

Workplace rehabilitation and return-to-work plan will conclude when the employee resumes all the prescribed duties for the role to which they were appointed. Employees will be in breach of their obligations where they:

- Are considered to gain minimal or no benefit from continued workplace rehabilitation and return-to-work processes.
- Fail to engage in rehabilitation and return-to-work processes.
- Fail to comply with recommendations of the rehabilitation and return-to-work plan or any other recommendations made by the rehabilitation and return-to-work team.
- Withdraw from the rehabilitation and return-to-work plan.

If the employee is unable to return to work in his or her former position, several alternative arrangements will be discussed with the ill/injured employee. These may include, but are not limited to, retraining, redeployment, accessing short or long-term disability benefits or retirement.

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Accessible Return to Work

Where there is a disagreement over the proposed plan offered, discussions will take place with the employee, manager, medical practitioner and other designated person (union rep) to seek a resolution.

Disagreements regarding a medical treatment can be referred to an independent medical practitioner or occupational health consultant in appropriate circumstances.

Training will be provided on this policy for managers, supervisors and other designated persons.

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Performance Management

### **Background**

The Town of Shelburne is obligated to develop a Performance Management policy under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

### **Purpose**

The purpose of this business practice is to establish clearly-defined requirements for the objective evaluation of performance of all employees. The focus will be on the employee's ability to perform the inherent requirements of the job.

### **Business Practice**

The employee's current manager/supervisor will evaluate each employee who has completed twelve (12) or more months of service at the employee's anniversary of employment.

Human Resources will provide appraisal forms, instructions for completing the evaluation, recommendations on the conduct of interviews and a checklist for completion of the evaluation to each manager and/or supervisor as required.

The employee appraisal system must:

- Provide for two-way feedback on work performance and job satisfaction.
- Clearly state the expectations of each position, based on the job description.
- Identify key performance measures for each position.
- Use self-evaluation as the central tool for assessing past performance.
- Have a positive focus geared to improving future performance.
- Be based on a process of ongoing constructive feedback and guidance.
- Involve a formal interview between each employee and the manager/supervisor at least annually.
- Identify individual employee training needs and career development goals.
- Include an agreed upon action plan as a result of the annual interview process, to be written and signed by both parties and implemented over the next year.

The following procedures should be applied during the conduct of performance evaluations:

- Ensure that an up-to-date job description is available, both parties should read the job description to ensure it is accurate.

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Performance Management

- Ensure that an up-to-date individualized accommodation plan is reviewed (if applicable) to ensure it is accurate and individual accommodations are taken into account.
- The current review should be compared to any previous reviews to measure performance change.
- Reviews should must not be made under time constraints as last minute evaluations may result in unfair assessments.
- If no job description exists for a particular job, managers/supervisors should consult with human resources and the employee to create one.
- A thorough and unrushed appraisal interview should occur between the manager/supervisor and the employee. The objective of this interview is for both parties to communicate and discuss the employee's job, work, performance, future goals, objectives and the employee's immediate and future career.

Some employees may experience difficulties performing their work to the minimum standards required. In these situations, the manager/supervisor may choose to provide work performance counselling. This is in addition to the employee appraisal system.

The purpose of work performance counselling is to give extra support, guidance and reasonable accommodation to employees who struggle to meet the minimum standards and to assess the employee's progress towards those standards.

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Career Development and Advancement

### **Background**

The Town of Shelburne is obligated to develop a Career Development and Advancement policy under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

### **Purpose**

The purpose of this business practice is to establish clearly defined requirements for the career development and advancement plan of all employees.

### **Business Practice**

The employee's current manager/supervisor will ensure that career development and advancement is included into the overall performance appraisal process.

To ensure that career development and advancement are discussed with every employee the manager/supervisor will:

- Discuss goals, needs, interests, career aspirations, difficulties and problems and to relate these to the appropriate department or designated person.
- Encourage self-review of achievements in the past period.
- Clarify responsibilities, work assignments, and revise job descriptions (as required).
- Agree on plans for the forthcoming period including plans for education, training, conference attendance, study tours or other learning opportunities.
- Assess the impact of any learning plans on the department.

Career development and advancement discussions should be forward-looking and developmental, although past achievements should not be ignored.

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Redeployment

### **Background**

The Town of Shelburne is obligated to develop a Redeployment policy under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

### **Purpose**

The purpose of this business practice is to establish clearly defined requirements for the redeployment of affected employees.

### **Business Practice**

There are a number of reasons why a redeployment of staff may be necessary. Quite often staff are redeployed due to redundancy, medical restrictions, personality conflicts or as a result of a harassment or bullying complaint. Any redeployment will be coordinated by Senior Management with input from those department heads affected as well as the employee.

The redeployment process will start with a formal meeting, where the employee will be informed that they are being redeployed. The employee will be given an overview of their rights and responsibilities as well as any details about the suitable alternative position they're being assigned to. Any accommodation or individualized emergency plans will also be discussed at this meeting.

In cases where an immediate opening is not available the employee will maintain his or her position until such time as a suitable opening at a similar or lower grade is available.

When a vacancy exists those employees who are being redeployed will be given the opportunity to fill the vacancy before the position is posted internally or externally.

Redeployed employees will be given an eight (8) week trial period during which time Senior Management, the manager/supervisor and the employee will assess the redeployed employee's suitability for the position.

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Formats and Communications Supports

### **Background**

The Town of Shelburne is obligated to develop a policy to deal with how they will provide accessible formats and communications supports to employees through all stages of employment.

### **Purpose**

The purpose of this business practice is to establish clearly defined requirements for the provision of accessible formats and communications supports to employees.

### **Business Practice**

The employee's current manager/supervisor will ensure that the employee can access, in an accessible format, information that is needed in order to perform the employee's job and information that is generally available to employees in the workplace.

To ensure that accessible formats and communications supports are discussed with every employee the manager/supervisor will:

- Discuss the availability of print, digital, electronic, email, website, notice boards, bulletin boards and relate these to the appropriate department or designated person.
- Encourage all employees to seek supports should they require them.
- Determine what assistance the employee would like and the plan to provide it. Respect in individuals desire to be independent.
- Clarify responsibilities, work assignments, and revise job descriptions (as required).
- Ensure all employees familiarize themselves with the communications needs of employees with disabilities and understand the needs of those using adaptive technology.

Regardless of the alternative formats you are producing the process is simplified if it is considered and acted upon early.



## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Accommodations and Workplace Emergency Plans

### **Background**

The Town of Shelburne is obligated to develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.

### **Purpose**

The purpose of this business practice is to establish clearly defined requirements for the provision of Individual Accommodation Plans for employees who require them.

### **Business Practice**

Accommodation should be provided in a manner that most respects the dignity of the person.

To ensure that accommodation plans are developed for every employee who requires one the manager/supervisor will:

- Notify job applicants and the public about the Town of Shelburne commitment to accommodate those with a disability, and shall advise those selected for an interview that accommodation is available upon request.
- Successful applicants and current employees will be notified of policies regarding accommodating employees with disabilities as soon as practicable.
- Employees who wish to raise a potential accommodation issue shall do so by submitting a written request to their immediate supervisor.
- The employee must participate in the assessment, determination and development of the accommodation and provide relevant medical information.
- The manager shall notify the employee in writing of the decision regarding the accommodation and provide a detailed explanation for such a decision.
- All personal medical information obtained through this process shall be kept confidential.
- Individualized workplace emergency response information will be provided to any employee who requires such information and, with the employees consent, to any other person designated to assist the employee with a disability in the event of an emergency.
- Individualized workplace emergency response plans shall be reviewed:
  - When the employee moves to a new location in the corporation
  - When the employee's accommodation needs are reviewed
  - Upon review of corporate emergency response policies
- Employees who are absent from work due to a disability shall participate in the development of their return-to-work plans which will include an individualized accommodation plan.

# Transportation Standard

Town of Shelburne		
<i>Department / Division:</i>	<i>Date of Issue:</i>	
Clerks Department	December 19, 2016	
<i>Subject:</i>		
Accessible Transportation Statement		

## **Background**

The Town of Shelburne is obligated to develop an Accessible Transportation policy under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

## **Purpose**

The purpose of this Statement is to create the framework within which accessible transportation will be managed by the Town of Shelburne.

## **Business Practice**

The Town of Shelburne (through its Accessibility Advisory Committee) will consult with people with disabilities in the development, review and/or update of any public transportation plans.

The Town of Shelburne will comply with, and develop policies for, the following accessible transportation standards when offering any public transportation service:

- Accessible emergency and public safety information
- Training in the transportation sector
- Availability of information on accessibility equipment
- Fares, fees, parity and the treatment of support persons
- General responsibilities, pre-boarding and on-board announcements
- Service disruptions and delays
- Technical requirements
- Alternative accessible method of transportation
- Categories of eligibility and application process
- Coordinated service
- Hours of service, bookings and trip restrictions
- School transportation services and public service organizations
- Transition existing contracts and vehicles

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Duties of the Town of Shelburne – Accessible Taxicabs

### **Background**

The Town of Shelburne is obligated to develop an Accessible Transportation policy under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

### **Purpose**

The purpose of this policy is to create the framework within which accessible taxicabs will be managed by the Town of Shelburne pursuant to the requirements of sections of the Integrated Accessibility Standard.

### **Business Practice**

The Town of Shelburne (through its Accessibility Advisory Committee, if applicable) will consult with the public and people with disabilities to determine the proportion of on-demand accessible taxicabs required in the community.

The Town of Shelburne will identify progress made toward meeting the need for on-demand accessible taxicabs, including any steps that will be taken to meet the need, in its multi-year accessibility plan.

The Town of Shelburne will ensure that owners and operators of taxicabs are:

- a) Not charging higher fares or additional fees to a person with a disability
- b) Placing vehicle registration and identification information on the rear bumper
- c) Making available vehicle registration and identification information to people with disabilities in an accessible format.

The Town of Shelburne will strive to eliminate a significant transportation barrier for the disabled by providing licenses to operators of wheelchair accessible on-demand metered taxicab service, 24/7, 365 days a year.

The Town of Shelburne will consider the following issues:

Whether there are enough accessible taxicabs in its jurisdiction.

If licensed taxicab companies are providing appropriate service for peak hours of operation and slow hours of operation and keeping a log of unfulfilled requests with a time of day and date.

If taxicab companies are identifying their accessible services properly and providing accessible information about those services.

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Duties of the Town of Shelburne – Accessible Taxicabs

The Town of Shelburne will review its multi-year accessibility plan regularly to ensure that accessible taxicab service keeps pace with population growth and new development in the area.

As part of the taxicab licensing process, the Town of Shelburne, will ensure that owners and operators of taxicabs are prohibited from:

- a) Charging a higher fare or an additional fee for persons with disabilities than persons without disabilities for the same trip
- b) Charging a fee for the storage and transportation of mobility aids or mobility assistive devices
- c) Refusing a service animal in a taxicab

The Town of Shelburne will amend its by-laws to include the requirements to place taxi registration and identification on the vehicle bumper and to make the same information available in a format accessible to a person with disabilities

The Town of Shelburne will have a procedure in place to deal with complaints. This procedure will include an immediate remedy from the owner/operator if the complaint is found to be valid.

# Built Environment Standard

Town of Shelburne		
<i>Department / Division:</i>	<i>Date of Issue:</i>	
Clerks Department	December 19, 2016	
<i>Subject:</i>		
Built Environment - Statement		

## **Background**

The Town of Shelburne is obligated to develop an Accessible Built Environment policy under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

## **Purpose**

The purpose of this business practice is to express the Town of Shelburne's commitment to providing a framework within which the Town of Shelburne will ensure improved accessibility with regard to the accessible built environment standard of the Integrated Regulation.

## **Business Practice**

The Town of Shelburne will incorporate accessibility into its public spaces that are newly constructed or redeveloped on and after January 1<sup>st</sup>, 2017.

The Town of Shelburne will provide, within its contractual obligations and capabilities, restoration and maintenance of its public spaces by ensuring our multi-year plan includes procedures for preventative and emergency maintenance of accessible elements in its public spaces and procedures for dealing with temporary disruptions when accessible elements required under this section are not in working order.

The Town of Shelburne will meet the design of public spaces standard when building or making significant alternations to public spaces. Public spaces include:

- a) Accessible off-street parking
- b) Accessible on-street parking
- c) Service related elements like service counters, fixed queuing lines and waiting areas
- d) Exterior paths of travel
- e) Outdoor play spaces
- f) Recreational trails/beach access routes

The Town of Shelburne will ensure that it follows the existing requirements stated under the design of public spaces standard for public use areas such as recreational and beach access routes, eating areas, outdoor play spaces, exterior paths of travel and accessible parking.

The Town of Shelburne will implement procedures for preventative and emergency maintenance of the accessible elements in public spaces and procedures for dealing with disruptions when accessible elements are not in working order.

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Built Environment - Statement

The Town of Shelburne will establish, implement, maintain and document a multi-year accessibility plan outlining our strategy to prevent and remove barriers and meet the requirements under design of public spaces standard.

The Town of Shelburne will ensure that procedures are in place to prevent service disruptions to accessible parts of its public spaces. In the event of a service disruption, it will notify the public of the service disruption and available alternatives.

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Built Environment – Recreational Trails

### **Background**

The Town of Shelburne is obligated to develop an Accessible Built Environment policy under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

### **Purpose**

The purpose of this business practice is to ensure that the Town of Shelburne meets the technical requirements for recreational trails under the design of public spaces standard.

### **Business Practice**

The Town of Shelburne will ensure that new and redeveloped recreational trails meet the following technical requirements:

- A recreational trail must have a minimum clear width of 1000 mm
- A recreational trail must have a clear height that provides a minimum head room clearance of 2100 mm above the trail
- The surface of the recreational trail must be firm and stable
- Where a recreational trail has openings in its surface
  - The openings must not allow passage of an object that has a diameter of more than 20 mm
  - Any elongated openings must be oriented approximately perpendicular to the direction of travel
- Where the trail is constructed adjacent to water or a drop-off, a recreational trail must be provided with edge protection that meets the following requirements:
  - The edge protection must constitute an elevated barrier that runs along the edge of the recreational trail and must prevent users of the trail from slipping over the edge.
  - The top of the edge protection must be at least 50 mm above the trail surface
  - The edge protection must be designed so as not to impede the drainage of the trail surface
- However, where there is a protective barrier that runs along the edge of the recreational trail that is adjacent to water or drop-off, edge protection does not have to be provided
- The entrance to the trail must provide a clear opening of between 850 mm and 1000 mm, whether the entrance is a gate, bollard or other entrance design

This policy is available in an alternative format upon request

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Built Environment – Recreational Trails

A recreational trail must have at the start of the trail signage that provides the following information:

- The length of the trail
- The type of surface of which the trail is constructed
- The average and minimum trail width
- The average running slope and maximum cross slope
- The location of amenities, where provided
- The signage must have text that:
  - Is high colour-contrasted with its background in order to assist with visual recognition
  - Is written in solid, legible characters
  - Include characters that use a sans serif font
- Where other media is used to provide information about a recreational trail, such as websites or brochures, the media must provide the same information found in the signs as listed above

The Town of Shelburne will consult with the public, persons with disabilities and its Accessibility Advisory Committee, where one has been established, before they develop new or redevelop existing trails on the following:

- Accessible on-street parking
- The slope of the trail
- The need for and location of ramps on a trail
- The need for, location and design of:
  - Rest areas
  - Passing areas
  - Amenities on the trail
  - Other pertinent features
- The maximum cross slope of the beach access route where the surface is not constructed must be the minimum slope required for drainage
- The maximum running slope of the beach access route is 1:10
- The entrance to the beach access route must have a minimum clear opening of 1000 mm

The Town of Shelburne will ensure that new and redeveloped recreational trails meet the following technical requirements in respect of boardwalks and ramps.



## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Built Environment – Recreational Trails

### Boardwalks

- The boardwalk must have a minimum clear width of 1000 mm
- The boardwalk must have a minimum headroom clearance of 2100 mm
- The boardwalk must be made of firm and stable surface material
- The boardwalk must not have any openings in the surface that allow the passage of an object with a diameter of more than 20 mm
- The boardwalk must include edge protection that is at least 50 mm in height.
- If the boardwalk has a running slope that is steeper than 1:20, the running slope must meet the requirements for ramps

### Ramps

- Ramps must have a minimum clear width of 900 mm
- Ramps must have a minimum headroom clearance of 2100 mm
- Ramps must be made of a firm and stable surface material
- Ramps must have a maximum running slope of no more than 1:10
- Ramps must not have any openings in the surface that allow the passage of an object with a diameter of more than 20 mm
- Ramps must be equipped with handrails on both sides of the ramp and the handrails must:
  - Be continuously graspable along their entire length and have circular cross-section with an outside diameter not less than 300 mm and not more than 40 mm.
  - Be not less than 865 mm and not more than 965 mm high, measured vertically for the surface of the ramp.
  - Terminate in a manner that will not obstruct pedestrian travel or create a hazard
  - Extend horizontally not less than 300 mm beyond the top and bottom of the ramp
  - Be provided with a clearance of not less than 50 mm between the handrail and any wall to which it is attached.
- Where ramps are more than 2200 mm in width, one or more intermediate handrails which are continuous in length between landings shall be provided and located so that there is no more than 1650 mm between handrails.
- Ramps must also have a wall or guard on both sides and where a guard is provided it must:
  - Be not less than 1070 mm measured vertically to the top of the guard from the ramp surface
  - Be designed so that no member, attachment or opening located between 140 mm and 900 mm above the ramp surface being protected by the guard will facilitate climbing

This policy is available in an alternative format upon request

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Built Environment – Recreational Trails

- Ramps must have edge protection that is provided, with a curb at least 50 mm high on any side of the ramp where no solid enclosure or solid guard is provided, or with railings or other barriers that extend to within 50 mm of the finished ramp surface
- Ramps must be provided with landings that meet the following requirements:
  - Landings must be provided at the top and bottom of the ramp, where there is an abrupt change in the direction of the ramp, and at horizontal intervals not greater than 9 metres apart
  - Landings must be a minimum of 1670 mm by 1670 mm at the top and bottom of the ramp and where there is an abrupt change in direction of the ramp
  - Landings must be a minimum of 1670 mm in length and at least the same width of the ramp for an in-line ramp
  - Landings must have a cross slope that is not steeper than 1:50

### Heritage

Where the Town of Shelburne can demonstrate that cultural heritage, natural heritage, national historic interest or ecological integrity would be negatively impacted by applying requirements of the standard to a recreational trail or beach access route, exceptions may be granted. Exceptions may also be permitted where existing physical or site constraints do not allow for modifications or additions.

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Built Environment – Public Use Eating and Outdoor Play Spaces

### **Background**

The Town of Shelburne is obligated to develop an Accessible Built Environment policy under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

### **Purpose**

The purpose of this business practice is to ensure that the Town of Shelburne meets the legislated requirements for accessible outdoor public-use eating and outdoor play spaces under the design of public spaces standard.

### **Business Practice**

#### **Accessible outdoor public use eating spaces**

The Town of Shelburne is committed to complying with the minimum technical requirements when constructing new or redeveloped outdoor eating areas.

A minimum of 20% of the tables provided must be accessible to people using mobility aids by having knee and toe clearance underneath the table.

In no circumstance will there be less than one table in an outdoor public-use eating area that meets the above requirement.

The ground surface leading to and under tables that are accessible to people using mobility aids must be level, firm and stable.

Tables that are accessible to people using mobility aids must have clear ground space around them that allows for a forward approach to the tables.

#### **Accessible outdoor play spaces**

The accessibility requirements to outdoor play spaces apply to areas that may contain play equipment such as swings, or features such as logs, rocks, sand or water where the equipment or features are designed to provide play opportunities and experiences for children and caregivers.

The Town of Shelburne will incorporate accessibility features for children and caregivers with various physical and developmental disabilities into the design of outdoor play spaces when developing new or redeveloping existing play spaces.

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Built Environment – Public Use Eating and Outdoor Play Spaces

The Town of Shelburne will ensure that outdoor play spaces have a firm and stable ground surface to absorb the shock of a fall.

The Town of Shelburne will ensure that outdoor play spaces have sufficient clearance to allow children and caregivers with various physical and developmental disabilities to move through, in and around the outdoor play space.

The Town of Shelburne must consult with the public and people with physical and developmental disabilities to help to incorporate accessibility for children and caregivers with various physical and developmental disabilities into play spaces.

The Town of Shelburne must consult with their accessibility advisory committee, where one has been established.

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Built Environment – Exterior paths of travel

### **Background**

The Town of Shelburne is obligated to develop an Accessible Built Environment policy under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

### **Purpose**

The purpose of this business practice is to ensure that the Town of Shelburne meets the legislated requirements for exterior paths of travel under the design of public spaces standard.

### **Business Practice**

Sidewalks and walkways

Requirement for sidewalks and walkways include the following:

Firm, stable and slip resistant surfaces

Clear width will be a minimum of 1500 mm but can be reduced to 1200 mm at the top of a curb ramp

Where head room clearance is less than 2100, a cane detectable guard or other barrier will be provided to define where the clear height has been reduced

Surface openings, including horizontal openings, in a ramp or its landings must not allow passage of an object more than 20 mm in diameter and any elongated openings must be oriented perpendicular to the direction of travel.

Running slopes can be no steeper than 1:20 (5 percent). However, sidewalks beside roadways can be steeper than 1:20 but must not be steeper than the slope of the adjacent roadway

Cross slopes can be no steeper than 1:20 (5 percent) for hard surfaces or 1:10 (10 percent) in all other cases

Criteria for changes in level (slope requirements) along sidewalks and walkways include:

For a height of 1-5 mm, no bevel is required

For a height of 6-13 mm, the slope must be beveled with a maximum ratio of 1:2 (50 percent)

For a height of 14-74 mm, the slope must be a running slope not steeper than 1:8 (12.5 percent) or a curb ramp must be provided

## Town of Shelburne

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*Subject:*

Built Environment – Exterior paths of travel

For a height of 75-200 mm, the slope must be a running slope not steeper than 1:10 (10 percent) or a curb ramp must be provided

For a height over 200 mm, a ramp will be provided

### Ramps

Where steps cannot be avoided or slopes cannot be made less steep, ramps will be added to improve access for people using mobility aids or pushing delivery carts or strollers. Elements such as the steepness of the ramp, space for turning at landings, and handrail design are important features in a ramp's safety and function.

Requirements for ramps include the following:

- Ramps must have a minimum clear width of 900 mm
- Ramps must have a minimum headroom clearance of 2100 mm
- Ramps must be made of a firm and stable surface material
- Ramps must have a maximum running slope of no more than 1:15
- Ramps must not have any openings in the surface that allow the passage of an object with a diameter of more than 20 mm
- Ramps must be equipped with handrails on both sides of the ramp and the handrails must:
  - Be continuously graspable along their entire length and have circular cross-section with an outside diameter not less than 300 mm and not more than 40 mm.
  - Be not less than 865 mm and not more than 965 mm high, measured vertically for the surface of the ramp.
  - Terminate in a manner that will not obstruct pedestrian travel or create a hazard
  - Extend horizontally not less than 300 mm beyond the top and bottom of the ramp
  - Be provided with a clearance of not less than 50 mm between the handrail and any wall to which it is attached.
- Where ramps are more than 2200 mm in width, one or more intermediate handrails which are continuous in length between landings shall be provided and located so that there is no more than 1650 mm between handrails.
- Ramps must also have a wall or guard on both sides and where a guard is provided it must:
  - Be not less than 1070 mm measured vertically to the top of the guard from the ramp surface
  - Be designed so that no member, attachment or opening located between 140 mm and 900 mm above the ramp surface being protected by the guard will facilitate climbing

## Town of Shelburne

*Department / Division:*

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December 19, 2016

*Subject:*

Built Environment – Exterior paths of travel

- Ramps must have edge protection that is provided, with a curb at least 50 mm high on any side of the ramp where no solid enclosure or solid guard is provided, or with railings or other barriers that extend to within 50 mm of the finished ramp surface
- Ramps must be provided with landings that meet the following requirements:
  - Landings must be provided at the top and bottom of the ramp, where there is an abrupt change in the direction of the ramp, and at horizontal intervals not greater than 9 metres apart
  - Landings must be a minimum of 1670 mm by 1670 mm at the top and bottom of the ramp and where there is an abrupt change in direction of the ramp
  - Landings must be a minimum of 1670 mm in length and at least the same width of the ramp for an in-line ramp
  - Landings must have a cross slope that is not steeper than 1:50

### Stairs

Requirement for the design of stairs are as follows:

- Surface of treads must be slip resistant
- Rise and run must be uniform in any one flight
- Rise dimensions (between successive treads) must be between 125-180 mm
- Riser configuration must have closed risers
- Run dimensions (between successive steps) must be between 280-355 mm.
- Nosing projection must:
  - Be a maximum 38 mm, with no abrupt undersides
  - Have high tonal contrast markings that extend the full tread-width of each step
- Handrails will be provided on both sides of the stairs and must
  - Be continuously graspable along the entire length
  - Be not less than 865 mm and not more than 965 mm high, measured vertically for the surface of the ramp.
  - Terminate in a manner that will not obstruct pedestrian travel or create a hazard
  - Extend horizontally not less than 300 mm beyond the top and bottom of the ramp
  - Be provided with a clearance of not less than 50 mm between the handrail and any wall to which it is attached.
  - Withstand the loading values obtained from the non-concurrent application of a concentrated load not less than 0.9 kN applied at any point and in any direction and a uniform load not less than 0.7 kN/metre applied in any direction to the handrail

## Town of Shelburne

*Department / Division:*

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December 19, 2016

*Subject:*

Built Environment – Exterior paths of travel

- Have intermediate handrails provided where stairs are more than 2,200 mm wide. These handrails must be continuous between landings, located so that there is no more than 1650 mm between handrails and meet the requirements for handrails listed above.
- Tactile walking surface indicators (TWSIs) must be provided at the top of all flights of stairs, as follows:
  - Size: TWSIs must be at least 610 mm in depth and extend the full width of the stair, starting one tread depth from the leading edge of the top step
  - Profile: TWSIs must have their tactile elements raised above the adjacent ground surface
  - Tonal contrast: High tonal contrast must be used to differentiate the TWSIs from the adjacent ground surface
- Guards must be provided on each side of a stairway where the difference in elevation between ground level and the top of the stair is more than 600 mm. Guards are not required where there is an adjacent wall or other barrier on that side.
  - Height: Maximum 920 mm, measured vertically to the top of the guard from a line drawn through the outside edges of the stair nosings. Guards should be minimum 1,070 mm around landings.

### Rest areas

The Town of Shelburne will consult with the public, people with disabilities and the accessibility advisory committee. These consultations must address not only where rest areas are to be provided along paths of travel, but also how the rest areas will be designed.

### Curb ramps

Requirements for the design of curb ramps are as follows:

- Clear width: Minimum 1200 mm (exclusive of any flared sides)
- Running Slope:
  - Elevation change less than 75 mm, no steeper than 1:8
  - Elevation change 75 mm-200 mm, no steeper than 1:10
- Direction: Curb ramps along an exterior path of travel must align with the direction of travel
- Cross slope: Not steeper than 1:50
- Flared side slope: not steeper than 1:10
- Tactile walking surface indicators (TWSIs) must be provided as follows:
  - Location: Provide TWSIs at the bottom end of curb ramps used for pedestrian crossings



## Town of Shelburne

*Department / Division:*

Clerks Department

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December 19, 2016

*Subject:*

Built Environment – Exterior paths of travel

- Size: TWSIs must be at least 610 mm in depth
- Extend the full width of the curb ramp, set back 150 mm – 200 mm from the curb edge
- Profile: TWSIs must have their tactile elements raised above the adjacent ground surface
- Tonal contrast: High tonal contrast must be used to differentiate the TWSIs from the adjacent ground surface

### Depressed curbs

Requirements for depressed curbs are as follows:

- Running slope: No steeper than 1:20
- Alignment: Align with the direction of travel
- Tactile walking surface indicators (TWSIs):
  - Location: Provide TWSIs at the bottom end of depressed curbs that are flush with the roadway at pedestrian crossings
  - Size: TWSIs must be at least 610 mm in depth
  - Set back: 150 mm – 200 mm from the curb edge
  - Profile: TWSIs must have their tactile elements raised above the adjacent ground surface
  - Tonal contrast: High tonal contrast must be used to differentiate the TWSIs from the adjacent ground surface

### Pedestrian signals

Requirements for the design of pedestrian signals are as follows:

- Audible tones: The locator tones must be distinct for the walk indicator tone
- Location: Must be installed with 1500 mm of the edge of the curb
- Distance between pedestrian signal controls: Where two pedestrian signal controls are installed on the same corner, they must be located a minimum of 3000 mm apart
- Exception: Where a 3000 mm separation cannot be met due to site constraints or existing infrastructure, the two accessible pedestrian signal assemblies can be installed on a single post. Where this occurs, a verbal announcement must clearly state which crossing is active
- Mounting height: The activation button of the accessible pedestrian signal control must be a maximum 1100 above the ground
- Tactile arrows: Accessible pedestrian signal control must include tactile arrow symbols aligned with the direction of crossing

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Built Environment – Exterior paths of travel

- Both manual and automatic activation features must be included
- Walk indicators must be provided both audibly and through vibro-tactile indicators

### **Heritage**

Where the Town of Shelburne can demonstrate that cultural heritage, natural heritage, national historic interest or ecological integrity would be negatively impacted by applying requirements of the standard, exceptions may be granted. Exceptions may also be permitted where existing physical or site constraints do not allow for modifications or additions.

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Built Environment – Accessible on- and off-street parking

### **Background**

The Town of Shelburne is obligated to develop an Accessible Built Environment policy under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

### **Purpose**

The purpose of this business practice is to ensure that the Town of Shelburne meets the legislated requirements for accessible on- and off-street parking under the design of public spaces standard.

### **Business Practice**

The Town of Shelburne will ensure that one parking space meets the requirements of a Type A parking space, in new or redeveloped lots with 12 parking spaces or fewer

The Town of Shelburne will ensure that one (1) parking space meets the requirements of a Type A parking space and three (3) parking space meets the requirements of a Type B parking space, in new or redeveloped lots with 1-100 parking spaces

The Town of Shelburne will ensure that three percent (3%) plus one (1) parking spaces meet the requirements of an accessible parking space with no fewer than half meeting the requirements of a Type A accessible parking space and the remainder a Type B accessible parking space, in new or redeveloped lots with 101-200 parking spaces. In situations where an odd number of accessible parking spaces exists the one remaining space may be a Type B parking space.

The Town of Shelburne will ensure that two percent (2%) plus two (2) parking spaces meet the requirements of an accessible parking space with no fewer than half meeting the requirements of a Type A accessible parking space and the remainder a Type B accessible parking space, in new or redeveloped lots with 201-1000 parking spaces. In situations where an odd number of accessible parking spaces exists the one remaining space may be a Type B parking space.

The Town of Shelburne will ensure that one percent (1%) plus eleven (11) parking spaces meet the requirements of an accessible parking space with no fewer than half meeting the requirements of a Type A accessible parking space and the remainder a Type B accessible parking space, in new or redeveloped lots with more than 1000 parking spaces. In situations where an odd number of accessible parking spaces exists the one remaining space may be a Type B parking space.

# Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Built Environment – Accessible on- and off-street parking

The Town of Shelburne will ensure that Type A parking spaces are a minimum of 3400 mm wide and that signage identifies the space as “van accessible” (see Figure 1)

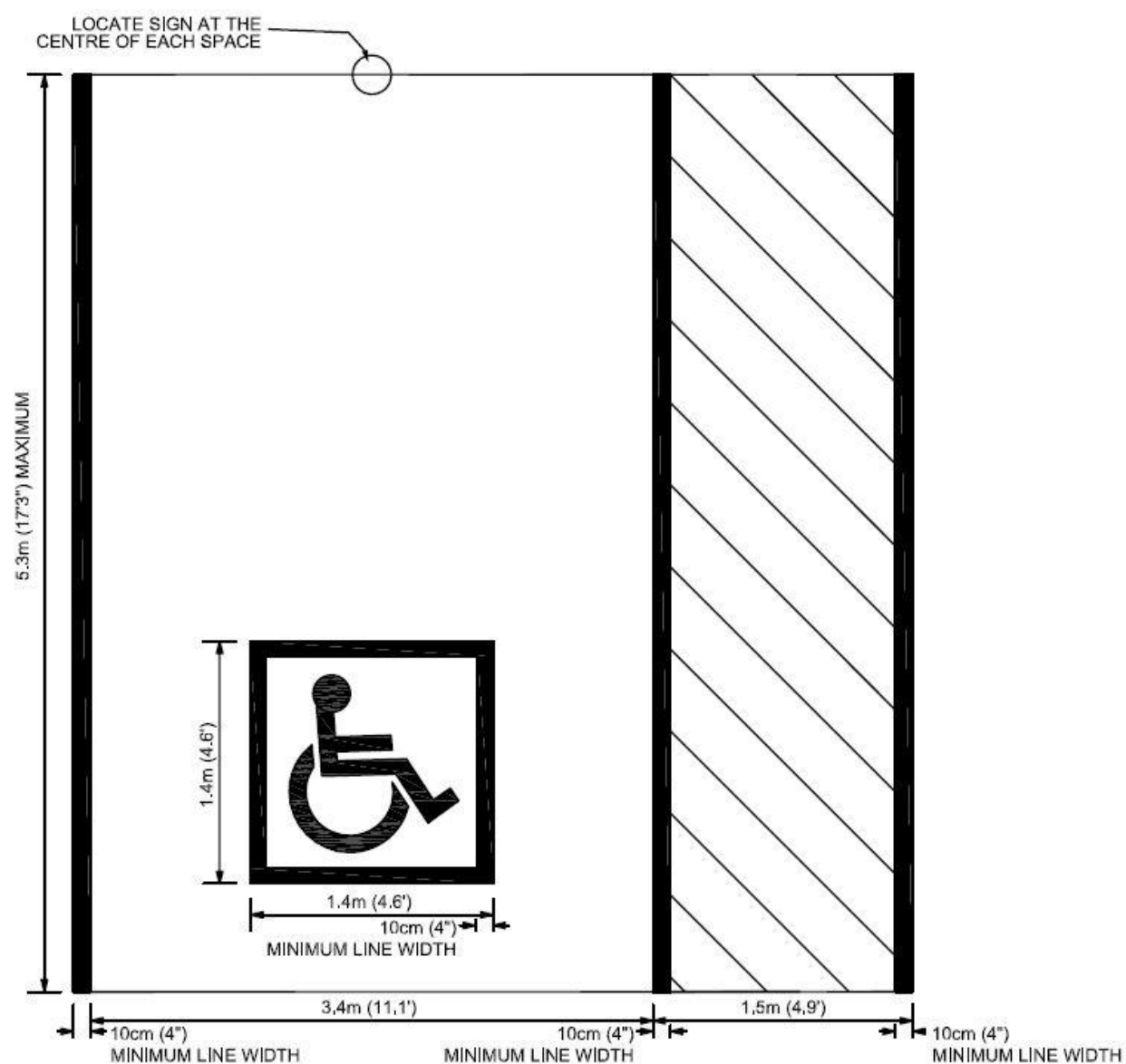


Figure 1- Type A Accessible Parking Space

This policy is available in an alternative format upon request

# Town of Shelburne

*Department / Division:*

Clerks Department

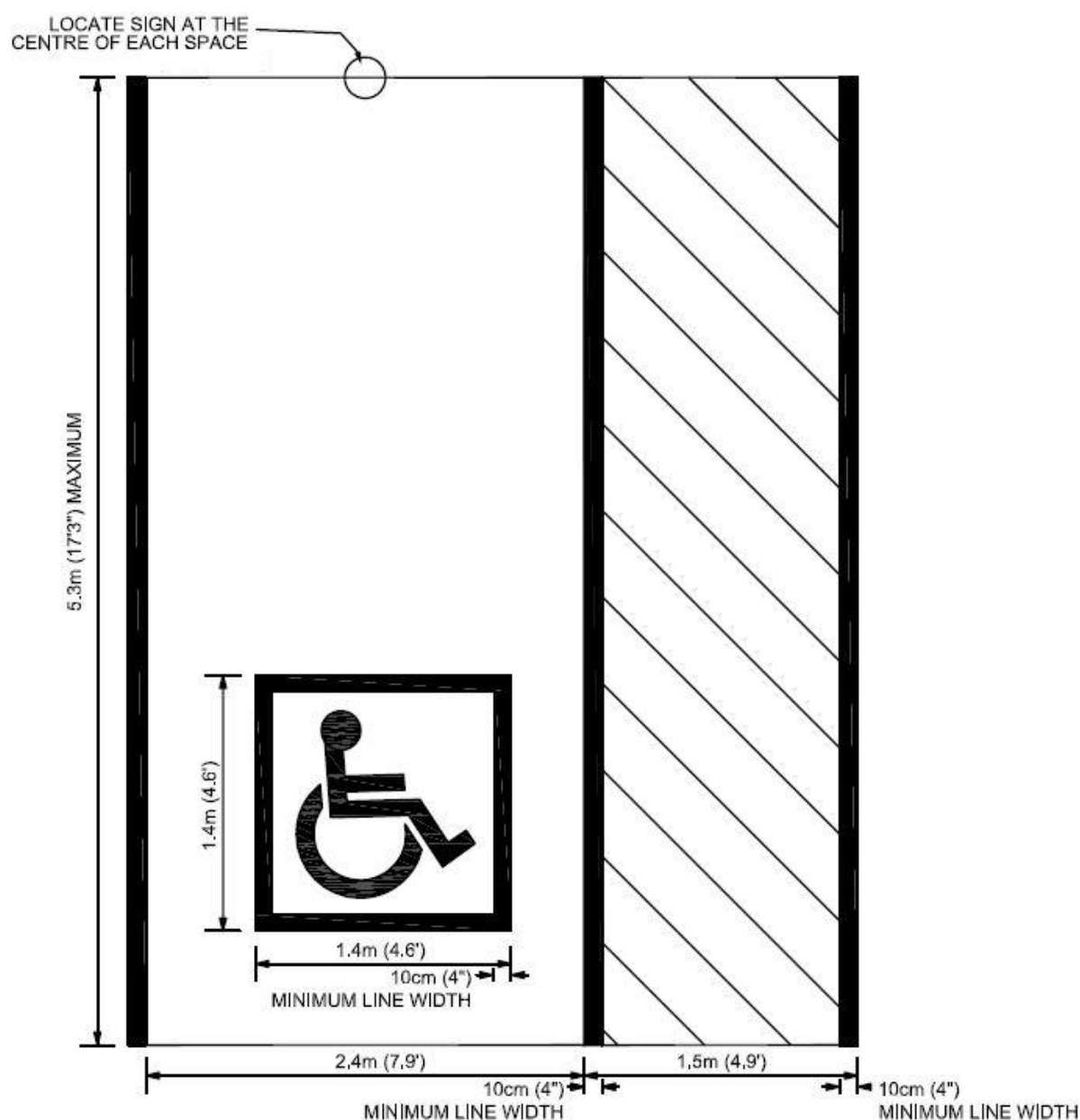
*Date of Issue:*

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Built Environment – Accessible on- and off-street parking

The Town of Shelburne will ensure that Type B parking spaces are a minimum of 2400 mm wide and that signage identifies the space as “accessible” (see Figure 2)



This policy is available in an alternative format upon request

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Built Environment – Accessible on- and off-street parking

Access aisles will have a minimum width of 1500 mm and extend the full length of the parking space. They will also be marked with high tonal contrast diagonal lines, which discourage parking in them, where the surface is asphalt, concrete or some other hard surface

Accessible parking will be identified with the proper signage under section 11 of Regulation 581 (Accessible Parking for Persons with Disabilities) under the HIGHWAY TRAFFIC ACT and the design of public spaces standard

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Built Environment – Accessible service related elements

### **Background**

The Town of Shelburne is obligated to develop an Accessible Built Environment policy under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

### **Purpose**

The purpose of this business practice is to ensure that the Town of Shelburne meets the legislated requirements for accessible service related elements under the design of public spaces standard.

### **Business Practice**

The Town of Shelburne will ensure that when constructing new or making significant alterations to existing service counters that one service counter will be able to accommodate a mobility aid and be identified with proper signage

The countertop height will be usable by a person seated in a mobility aid, have sufficient knee clearance to accommodate a forward approach and floor space in front of the counter will be sufficiently clear to accommodate a mobility aid

If there is one queuing line for service counters each service counter will be made accessible

If there are different types of service counters, each with its own queuing line (payments, information, etc.) the Town of Shelburne will ensure that each type has at least one accessible service counter

When building new or making major changes to existing fixed queuing guides, the Town of Shelburne will ensure that the queuing area is wide enough for people using mobility aids and mobility assistive devices (such as canes, crutches and walkers), to move through the line. When the line changes direction the fixed queuing guides will be detectable

When building new or making major changes to our existing waiting areas that have seating fixed to the floor, the Town of Shelburne will ensure that at least three percent (3%) of the new seating is accessible, and no fewer than one (1) seating space is accessible.

## Town of Shelburne

*Department / Division:*

Clerks Department

*Date of Issue:*

December 19, 2016

*Subject:*

Built Environment – Maintenance of public spaces

### **Background**

The Town of Shelburne is obligated to develop an Accessible Built Environment policy under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

### **Purpose**

The purpose of this business practice is to ensure that the Town of Shelburne meets the legislated requirements for maintenance of public spaces under the design of public spaces standard.

### **Business Practice**

The Town of Shelburne will ensure that its multi-year accessibility plan includes procedures for preventative and emergency maintenance of accessible elements in public spaces, as well as procedures for dealing with temporary disruptions when accessible elements required under the design of public spaces standard are not in working order

The Town of Shelburne will put procedures in place to prevent service disruptions to the accessible parts of its public spaces

To the greatest extent possible, any disruption of accessible parts of its public spaces for maintenance or service will be confined to non-business hours

In the event of a service disruption during business hours, the Town of Shelburne will notify the public as soon as reasonably possible of the service disruption and available alternatives

In the case of a planned disruption, the Town of Shelburne will post signage on-site at least two (2) days prior to the disruption. It will also post a notice on the accessibility section of its website. The Town of Shelburne will also provide notification by other means deemed appropriate to the disruption (print or radio ads, social media, press release, etc.)

Persons who have appointments at any location operated by the Town of Shelburne will be notified by telephone of a cancellation or alternatives available prior to the disruption and the estimated time of restoration