

APPENDIX 2

CONSOLIDATING CITY GUIDELINES OF ACCESSIBILITY TO ALIGN WITH AODA STANDARDS

The new 2011 accessibility regulation requires the City to ensure alignment of its accessibility policies with AODA legislation in its multi-year accessibility plan.

The City's *Statement of Commitment to Creating an Accessible City* along with the guidelines for Accessible Standard for Customer Service has been in place since 2009. As new standards are now in effect, guidelines pertaining to the City's **Accessible Customer Service** implementation will be integrated with the guidelines for **Information and Communication, Employment and Transportation** (aspects not covered by public transit); as well as, accessibility in procurement. The consolidated guidelines will be posted on the City's website (www.toronto.ca) with the *City of Toronto Statement of Commitment to Creating an Accessible City*. These guidelines will now be referred to as, *Meeting Accessibility Standards: Accessibility for Ontarians with Disabilities Act*.

Guidelines for implementing the requirements for the built and exterior environment will be incorporated when the proposed standard becomes law.

Meeting Accessibility Standards: Accessibility for Ontarians with Disabilities Act

INTRODUCTION

The City of Toronto strives at all times to provide equal treatment and equitable benefits of City services, programs and facilities in a manner that respects the dignity and independence of people with disabilities.

The City's Statement of Commitment to Creating an Accessible City gives guidance to the delivery of City services to people with disabilities, in compliance with requirements of provincial legislation. (Accessibility Standards for Customer Service, O. Reg. 429/07, Integrated Accessibility Standards, O.Reg.191/11, established under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11.)

This Statement applies to all City employees, volunteers, and third party contractors who deal with the public on behalf of the City, and those who are involved in City policy and program development.

GENERAL REQUIREMENTS

Establishment of Accessibility Plans and Policies

The City of Toronto shall produce a multi-year Accessibility Plan. The plan will be posted on the City's website (www.toronto.ca) and made available in accessible formats upon request. Each year, a status report on the progress of measures taken to implement the multi-year accessibility plan will be prepared and posted publicly. The Accessibility Plan will be reviewed and updated at least once every five years.

The City of Toronto maintains policies on how it shall meet AODA requirement and will provide policies in an accessible format upon request.

Accessibility in Procurement

When procuring goods, services, self-service kiosks or facilities, the City shall incorporate accessibility criteria and features, unless it is not feasible (practicable) to do so. If not practicable, the City shall provide an explanation, upon request. Accessibility criteria, guidelines and checklists will be posted on the Purchasing and Materials Management website in January 2013.

A kiosk means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or both.

General Training Requirements

City employees, volunteers, all those who participate in developing the City's policies and those who provide goods, services or facilities on the City's behalf shall be required to undergo training on the requirements of the AODA accessibility standards and on the Ontario Human Rights Code as it relates to people with disabilities.

ACCESSIBLE CUSTOMER SERVICE STANDARDS

Assistive devices

City employees, volunteers and third party contractors shall accommodate the use of personal assistive devices, which enable a person with a disability to access the City's services, programs and facilities. Assistive devices include and are not limited to: GPS, mobility devices, personal oxygen tanks, mini pocket recorder and communication boards (e.g. a Bliss board).

Assistive devices for access to specific services and programs shall be kept in good working order and the public shall be informed of their availability. Examples are: Assistive Listening Devices and FM Loop systems.

Service animals

City employees, volunteers and third party contractors shall accommodate the use of service animals by people with disabilities who are accessing City services, programs and facilities unless the animal is otherwise excluded by law, such as food preparation areas as prohibited by Food Premises, R.R.O. 1990, Reg. 562 under the Health Protection and Promotion Act, R.S.O. 1990, c. H.7.

A guide dog is defined in Section One of the Blind Persons' Rights Act. To be considered a service animal under the Customer Service Standard, it must be readily apparent that the animal is being used because of a person's disability or the person with a disability must provide a letter from a physician or nurse confirming that it is required because of his or her disability.

Support persons

Where a person with a disability accessing City services, programs or facilities is accompanied

by a support person, City employees, volunteers and third party contractors shall ensure that both persons are permitted to enter the premises together and shall ensure that the person with a disability can access the support person while on the premises.

A support person is a person who accompanies the person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services. The support person can be a paid support worker, volunteer, a friend or a family member.

Admission fees

If the City charges an admission fee in connection with a support person's presence at an event or function, the City shall post a notice, providing information in advance about the amount, if any, that is payable by the support person accompanying a person with a disability.

Communication

When communicating with a person with a disability, City employees, volunteers and third party contractors shall do so in a manner that respects the person's disability.

Notice of service disruption

If there is a temporary disruption in the availability of services, programs and facilities used by persons with disabilities (e.g., temporary loss of elevator service), the City shall notify the public of the reason for the disruption, the date(s) of disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. Such notice may be provided by a variety of methods, depending on the circumstances, and may include postings in conspicuous places at the affected premises, other City facilities, and the City's website (www.toronto.ca), as well as by other means that will ensure that the notice reaches those persons potentially affected by the temporary disruption.

Training - Contractors, Consultants and Service Providers

The City of Toronto shall ensure that City employees and volunteers who deal with the public on behalf of the City, and those who are involved in City policy and program development receive training on accessible customer service.

Third party contractors who deliver goods and services on behalf of the City are also required to ensure that they meet the legislative requirements of accessible customer service.

Training includes information on the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 and the requirements of the Accessibility Standards for Customer Service, O. Reg. 429/07.

Managers and supervisors shall ensure that training records are maintained, including dates when training is provided and the number of employees who received training.

Customer Service training can take various forms as a part of an orientation; or a separate training program. The training can be provided through handouts at an orientation session, a mandatory online module, in a classroom setting, or through other formats.

Feedback

The City of Toronto shall ensure that every area that interacts directly with the public develops and publishes a process for receiving and responding to feedback about how services and programs are delivered to people with disabilities.

Public feedback may be provided in person, by telephone, in writing or by electronic means. Feedback received by the City of Toronto shall be responded to, documented and tracked.

Documentation

The documents required of the Accessible Customer Service Standards (**Guidelines for implementation**) and training requirements of **Contractors, Consultants and Service Providers**) shall be maintained on the City's website (www.toronto.ca) and provided to individuals, upon request, in the appropriate format.

Responsibilities

The City Manager's Office is responsible for reviewing this Statement and accessibility requirements annually and recommending amendments to ensure on-going compliance with regulated accessibility standards and legislated obligations.

The City Manager's Office shall provide advice and direction on the implementation of this Statement.

INFORMATION AND COMMUNICATION STANDARDS

Feedback

The City is to ensure that any process for receiving and responding to feedback is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports. The public shall be notified about the availability of accessible formats and communication supports.

Accessible formats and communication supports

The City will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request. Accessible formats and communication supports shall be provided in a timely manner, taking into account, the person's accessibility needs to determine the suitability of an accessible format or communication support. The public shall be notified about the availability of accessible formats and communication supports.

Accessible formats may include but are not limited to, large print, recorded audio and electronic formats, Braille and other formats used by persons with disabilities.

Emergency procedures, plans or safety information

The City shall provide public emergency procedures, plans and public safety information to the public upon request, in an accessible format with appropriate communication supports in a timely manner.

Accessible websites and web content

Make internet websites and web content controlled directly by the City of Toronto or through a contractual relationship that allows for modification of the product, shall conform with World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A initially and Level AA in accordance with the schedule set out in the AODA Integrated Accessibility Standards.

Web Content Accessibility Guidelines (WCAG) is an international standard for making websites and web content accessible through a series of technical checkpoints (Level A and Level AA) so that websites and content are increasingly accessible to a broader range of users with disabilities. Web accessibility involves understanding a broad spectrum of disabilities, including visual, auditory, physical, cognitive, speech, learning, language, and neurological disabilities.

EMPLOYMENT STANDARDS

Recruitment

The City of Toronto shall post information about the availability of accommodation for applicants with disabilities in its recruitment process. Job applicants who are selected for an assessment /interview shall be notified that accommodations are available for materials/processes used in selection, upon request. Successful applicants shall be notified about the City's policies for accommodating employees with disabilities.

Employee Supports

The City shall inform employees of policies used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability. The City shall provide this information to new employees as soon as practicable after they begin their employment and provide updated information to employees whenever there is a change to existing policies on the provision of job accommodations.

Accessible formats and communication supports for employees

Upon the request of an employee with a disability, the City shall consult with the employee to provide/arrange for the provision of accessible formats and communication supports for:

- a) information needed to perform the employee's job; and,
- b) for information that is generally available to employees in the workplace

The City will consult with the employee making the request in determining the suitability of an accessible format or communication support

Workplace Emergency Response Information

If an employee's disability is such that the individualized workplace emergency response information is necessary and the City is aware of the need for accommodation, this information shall be provided to employees. In addition, this information shall be provided, with the person's consent, to the person designated to provide assistance. The information shall be reviewed when the employee moves to a different location, when the employee's overall

accommodation needs or plans are reviewed and when the City reviews its general emergency response plan.

Documented individual accommodation plans

A written process for the development and maintenance of documented individual accommodation plans shall be developed for employees with disabilities. If requested, the plans shall include individualized workplace emergency response information. Elements for the individual accommodation plans are set out in the AODA Integrated Accessibility Standards.

Return to work process

The City shall have in place a documented return to work process for employees who are returning to work due to a disability and require disability-related accommodations. The return to work process shall outline the steps that the City shall take to facilitate the return to work.

Performance Management and Career development and Redeployment

The City shall take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans when providing career development, performance management and when considering redeployment.

TRANSPORTATION STANDARDS

Ferry Services

Availability of Information on Accessibility Equipment and Features

The City shall provide information to the public about accessibility equipment and features of the ferry routes and services; and, upon request, information must be provided in an accessible format.

Accessibility Training

The City shall conduct employee and volunteer accessibility training on:

- (a) The safe use of accessibility equipment and features
- (b) Acceptable modifications to procedures in situations where temporary barriers exist or accessibility equipment on a vehicle fails; and
- (c) Emergency preparedness and response procedures that provide for the safety of persons with disabilities.

The City shall keep a record of the training provided, including the training dates and number of people who attended.

Emergency Preparedness and Response Policies

The City shall make public emergency preparedness and response policies that provide for the safety of persons with disabilities; and upon request, provide them in an accessible format.

Fares, Support Persons

Where a person with a disability requires a support worker to accompany them, the support worker will not be charged a fare.

It is the responsibility of a person with a disability to demonstrate to a ferry service provider their need for a support person to accompany them on the ferry and to ensure that the appropriate designation for a support person is in place.

General Responsibilities

The City shall provide the following ferry services and upon request, make information available in an accessible format:

- a) Deploy lifting devices, ramps or portable bridge plates upon the request of a person with a disability
- b) Ensure that adequate time is provided to person with disabilities to safely board, be secured and deboard transportation vehicles with assistance, when requested
- c) Assist with safe and careful storage of mobility aids or mobility assistive devices used by persons with disabilities; and
- d) Allow a person with a disability to travel with a medical aid

Fares

The City will ensure that a person with a disability will not be charged a higher fare than a person without a disability; however a person with a disability can be charged a lesser fare. The City shall make available alternative fare payment options to persons with disabilities who cannot, because of their disability, use a fare payment option.

Storage of Mobility Aids, etc

The City shall allow passengers with disabilities to travel with their mobility aids and assistive devices. Upon request and pending safety provisions, ferry operators shall provide safe storage of mobility aid and assistive devices, at no additional charge.

Service Disruptions

If a route or scheduled service is temporarily changed, and the change is known in advance, the City shall make alternate arrangements to transfer people with disabilities to their route destination; providing information in a manner that takes into account the person's disability.

DUTIES OF MUNICIPALITIES, GENERAL

The City shall consult with its municipal accessibility advisory committee, the public and persons with disabilities in planning for accessible bus stops and shelters; and in the development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters.

When the City enters into arrangements with a person respecting the construction of bus stops and shelters in its jurisdiction, the City shall ensure that the person participates in the consultation and planning.

TAXIS

Accessible Taxicabs

Owners and operators of taxicabs licensed by the City of Toronto are prohibited from charging additional fares or fees to persons with disabilities than for people without disabilities and for the storage of mobility aids or mobility assistive devices. The City requires that taxicabs licensed by the City make available vehicle registration and identification information in an accessible format.

The City shall consult with its municipal accessibility advisory committee, the public and persons with disabilities in planning for required proportion of on-demand accessible taxicabs and shall identify progress made in its accessibility plan.

Legislative and administrative authorities

- Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005.
- Accessibility Standards for Customer Service, O. Reg. 429/07.
- Integrated Accessibility Standards, O. Reg. 191/11.
- Ontario Human Rights Code, R.S.O. 1990, c. H.19.

Compliance Resources: Accessibility Directorate of Ontario

- Compliance Manual, October 2008.
- Guide to the Accessibility Standards for Customer Service, O. Reg. 429/07, January 2008.
- Training Resource, February 2009.
- Guide to the Integrated Accessibility Standards Regulation, July 2012.