

ACCESSIBILITY			
<i>Document #</i>	<i>HSStandard-053</i>	<i>Prepared by:</i>	<i>Manager, Health, Wellness & Safety</i>
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1.0 Purpose

The objective of this Standard is to ensure the delivery of City services to persons with Disabilities meets the requirements of the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11 and the regulations thereunder, including the Accessibility Standards for Customer Service, O. Reg. 429/07, and the Integrated Accessibility Standards, O. Reg. 191/11.

2.0 Scope

These standards require the City, including volunteers and third parties acting on behalf of the City, to establish policies, practices and procedures governing the provision of goods and service to persons with Disabilities.

The requirements of in this policy are not a replacement or a substitution for the requirements established under the Ontario Human Rights Code nor does this policy limit any obligations owed to persons with Disabilities under any other legislation.

3.0 Definitions

Assistive Device: a device used to assist persons with disabilities in carrying out activities or in accessing the services and programs of the City.

Disability:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act 1997*.

Guide Dog: a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations to the *Blind Persons’ Rights Act*, R.S.O. 1990 c. B. 7.

Service Animal: an animal is a service animal for a person with a disability,

- (a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- (b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Disruption: a planned or unplanned unavailability of facilities and/or services operated by the City. This may include, but not limited to closed washroom facilities, in operable elevators, closed sidewalks, websites that are inoperable, etc.

Support Person: a person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

4.0 **Applicable Legislation** (see attached)

Accessibility for Ontarians with Disabilities Act, 2005 S.O.2005 C. 11

Ontario Regulation 429/07 Accessibility Standards for Customer Service

Integrated Accessibility Standards, O. Reg. 191/11

5.0 **Procedures**

5.1 **Support Persons**

- 5.1.1 The City of Brantford will allow persons with disabilities, who require to be accompanied by a Support Person in all City owned, operated and leased public facilities.
- 5.1.2 The City will ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.
- 5.1.3 The person with a disability should notify a staff member regarding the presence of the Support Person.
- 5.1.4 If a person with a disability is accompanied by a Support Person staff shall provide, within reason, accommodation for that Support Person.
- 5.1.5 The City of Brantford will waive admission fees for Support Persons into facilities where admission is charged.
- 5.1.6 Need of a Support Person should be identified upon or prior to payment.
- 5.1.7 Staff shall direct all communication to the person directly and not to the Support Person, unless directed to do so.
- 5.1.8 Any personal information collected shall only be collected directly from the individual to whom the information relates unless the individual authorizes another manner of collection in accordance with the provisions of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).
- 5.1.9 Staff will receive approval prior to releasing confidential information while a Support Person is present.
- 5.1.10 The City may require a person with a disability to be accompanied by a support person when on the premises, but only if a Support Person is

necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

5.2 Service Animals

- 5.2.1 City of Brantford will allow the Guide Dogs and Service Animals into all City owned, leased and operated public facilities, and will ensure that the person is permitted to keep the Guide Dog or Service Animal with him or her unless the Guide Dog or Service Animal is otherwise excluded by law.
- 5.2.2 If it is not readily apparent that the animal is a Service Animal, the City may ask the person with a disability to verify that the animal is a Service Animal by producing a certificate or document that the animal is required for the assistance of that person.
- 5.2.3 It should be noted that it is the responsibility of the person with a disability to ensure that his or her service animal is under control at all times.
- 5.2.4 If a Guide Dog or Service Animal is excluded by law from the premises, the provider of services shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the provider's services.
- 5.2.5 Staff shall not touch, handle, feed or speak to the Guide Dog or Service Animal, unless permitted by the handler.
- 5.2.6 Staff will be able to provide direction to the nearest area that could be used as an animal relief area.
- 5.2.7 If a Guide Dog or Service Animal becomes a nuisance or cannot be controlled by the person then the staff shall have the right to have the person remove the Guide Dog or Service Animal from any City of Brantford owned, leased or operated publicly accessed facility.
- 5.2.8 If the Guide Dog or Service Animal becomes the source of conflict between two or more disabilities i.e. someone is being assisted by a Guide Dog or a Service Animal and someone else in the facility has an allergy to that particular animal, staff will make reasonable efforts to try to accommodate all parties.
- 5.2.9 If a person with a Guide Dog or Service Animal makes a special accommodation request, staff will make reasonable effort to accommodate the request. When possible, the person is to make their accommodation request in advance of their arrival. Advanced notice will allow for staff the time to determine if the request can be fulfilled. If accommodations cannot be made available staff will discuss other reasonable methods to provide alternative service.
- 5.2.10 With regard to Municipal pools and splash pads the following will apply:
 - 5.2.10.1 Guide Dog or Service Animal owners will attempt to clean paws and hindquarters before entering change room and/or pool deck areas, to reduce the possibility of contamination. Owners will remove any voiding by the animal.

5.2.10.2 City Staff will disinfect areas that are intended to be contaminant free (e.g. pool deck area) after the Guide Dog or Service Animal leaves the facility, following the procedures from Corporate Standards #2, Biological Hazards.

5.2.10.3 Guide Dogs and/or Service Animals are not to enter the pool water, but may remain at the side.

5.3 Assistive Devices

5.3.1 The City of Brantford will allow persons with disabilities to use their own personal Assistive Devices to obtain, use or benefit from the services offered by the City of Brantford.

5.3.2 Should a person with a disability be unable to access the City's services through the use of their own personal Assistive Device, the City of Brantford will determine if service is inaccessible to a specific individual or is generally inaccessible; assess service delivery and potential service options to meet general needs or the needs of an individual; notify person seeking alternative service how they can access the service; and general changes will be posted on the City website, as well as update staff.

5.3.3 Staff will be knowledgeable of the presence and trained on the use of City owned Assistive Devices (i.e. ramps, lifts elevators, TTY, etc.). Staff will be available to allow access to Assistive Devices as required.

5.3.4 If it is determined that a person would benefit from an assistive listening device, meetings may be scheduled in Council Chambers, as a Loop System is available and meetings to be booked based on the availability of Council Chambers.

5.3.5 Any public meetings scheduled by staff should be scheduled in a location that is fully accessible to all persons.

5.4 Format of Document

5.4.1 A person with a disability may make a request for documents produced by or on behalf of the City in a format that meets the individual's needs.

5.4.2 Notification that documents are available in alternative formats upon request will be posted on the City website and at Customer Service desks. The notification will provide relevant contact information.

5.4.3 Requests for alternative formats should be honoured in the most practical manner depending on the media chosen, the size and complexity of the document, the quality and source of the documents and the number of documents to be converted.

5.4.4 Delivery of alternative formats shall be done in timely manner that considers individual needs due to disability and in which no additional cost is charged to the requester.

5.4.5 Conversion of a document into an alternative format shall be processed in-house wherever possible.

5.4.6 Staff will follow the process set out below when considering a request for alternative format:

- 5.4.6.1 Alternative format request form is completed. Staff completes form if citizen is unable to do so. (Appendix A).
- 5.4.6.2 Staff forwards request onto the responsible Manager and the Accessibility Coordinator.
- 5.4.6.3 The responsible Manager, along with Accessibility Coordinator will determine feasibility.
- 5.4.6.4 If alternative format request is not feasible, staff will contact individual to discuss other solution(s).
- 5.4.6.5 Staff proceeds with alternative arranging for alternative format.
- 5.4.6.6 Resolution of request will be recorded and filed.

5.5 Service Disruption

- 5.5.1 When facilities, services or systems that may be relied on by persons with disabilities are disrupted, notice of the disruption must be posted.
- 5.5.2 Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available and accessible. A template can be obtained from the Municipal Accessibility Coordinator. [Refer to Appendix B (Planned Disruption) and Appendix C (Unplanned Disruption)]
- 5.5.3 Whenever practical, Notice of Disruption will be issued two (2) weeks prior to the disruption of facilities, services or systems.
- 5.5.4 Notices of Disruption shall be posted at buildings or properties owned, leased or operated by City of Brantford in a conspicuous, convenient location; on the City of Brantford website and when appropriate in the local newspaper, on local radio, delivered to home or business, or by other reasonable and necessary means.
- 5.5.5 Notice of Disruption shall be delivered or posted in an alternative format when requested.
- 5.5.6 Notices of Disruption that are written shall have a minimum of a 14 Arial font. Any signage will have a minimum of 75mm height lettering with contrasting colours.
- 5.5.7 Any unplanned disruption of service will be identified as soon as reasonably possible by posting appropriate information in a conspicuous, convenient location on the premises.
- 5.5.8 Any unplanned disruption of service that is expected to last more than two days will be identified by methods listed in 5.5.4.
- 5.5.9 Any unplanned disruption of service, as it relates to transit (conventional or specialized, will be announced on the buses affected
- 5.5.10 The Director (or Designate) of the department where services are or will be disrupted will be responsible to post the Notice of Disruption as required.

5.6 Training

- 5.6.1 The City shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:

- a) Every person acting on behalf of the City, including by not limited to, employees, agents, volunteers, contractors, etc.
 - b) Every person who participates in developing the City's policies, practices and procedures governing the provision of goods or services.
- 5.6.2 The training must include the following
- a) Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005 c.11; associated Standards and the Ontario Human Rights Code.
 - b) How to interact and communicate with persons with various types of disability;
 - c) How to interact with persons with disabilities who use an assistive device or require the assistance of a Guide Dog/Service Animal or the assistance of a support person;
 - d) How to use equipment or devices available on the City's premises or otherwise provided by the City that may help with the provision of goods or services to a person with a disability; and
 - e) What to do if a person with a particular type of disability is having difficulty accessing the City's goods or services.
- 5.6.3 The training must be provided to each person as soon as practicable after he or she is assigned the applicable duties.
- 5.6.4 Training must be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.
- 5.6.5 The City will maintain records detailing the training provided, as well as the name of the person, location and date the training was completed.

5.7 Feedback Process

- 5.7.1 Feedback from the public is welcomed as it may identify areas that require change and encourage continuous service improvements.
- 5.7.2 Feedback from a member of the public about the delivery of goods and services to persons with disabilities may be given by telephone, in person, in writing, in electronic format or through other methods of communication.
- 5.7.3 Information about the feedback process will be readily available to the public and notice of the process will be posted on the City's website (www.brantford.ca) and/or in other appropriate locations.
- 5.7.4 Feedback forms (with instructions) will be kept at the reception area of each department and facility and made available on the City website.
- 5.7.5 All feedback information should be documented on the City's Accessibility Feedback Form (refer to Appendix D). Staff may complete the form on behalf of a person with a disability when:
- a) Feedback is from a person who is unable to provide written information due to their disability.
 - b) Feedback is received over the telephone.
- 5.7.6 All completed Accessibility Feedback Forms will be forwarded to the Municipal Accessibility Coordinator.

- 5.7.7 Upon receipt of an Accessibility Feedback Form, the Municipal Accessibility Coordinator will contact the Department specified on the feedback form to discuss possible solutions to the concern.
- 5.7.8 The customer with the concern will be contacted by the Municipal Accessibility Coordinator within 30 days, to discuss the various solutions and reach an agreement as to the most appropriate solution to the concern.
- 5.7.9 The outcome will be documented.

5.8 Facilities

- 5.8.1 In considering design and construction of any new build or significant retrofit project of a City owned operated, leased or funded project staff will consider accessibility requirements identified in the following:
 - a) The Ontario Building Code
 - b) *The Integrated Accessibility Standard – Design of Public Spaces*
 - c) The Brantford Facility Design Standards
 - d) Any additional requirements identified under the *Accessibility for Ontarians with Disabilities Act*
- 5.8.2 Requirements resulting in the highest level of accessibility will be met or exceeded.

6.0 Appendices

- 6.1 Appendix A: Alternative Format Request
- 6.2 Appendix B: Notice of a Planned Disruption
- 6.3 Appendix C: Notice of an Unplanned Disruption
- 6.4 Appendix D: Feedback Form

7.0 Training

- 7.1 Training with respect to this Standard will be provided by the Accessibility Coordinator or designate.

8.0 Related Standards or Policies

- 8.1 Corporate Policy 034 – Accessibility
- 8.2 Corporate Policy 012 – Purchasing
- 8.3 HR Policy 002 – Hiring
- 8.4 Brantford Emergency Plan
- 8.5 Customer Service Policies (Police, Fire, Library)
- 8.6 Brantford Facility Accessibility Design Standards (FADS)

9.0 Revision History

Date	Revision #	Reason for Revision
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City of Brantford Alternative Format Request Form

The City of Brantford has established a process for receiving and responding to requests for alternative formats of City documents and information from **persons with disabilities**. Requests may be made in person by visiting any City facility, by telephone by calling 519-759-4150, or by email to accessibility@brantford.ca

Date: _____ Received By: _____

Personal Information:

Name: _____

Address: _____

Telephone Number: _____ E-Mail: _____

Document Needed: _____

Format Needed:

- | | | | |
|-----------------|--------------------------|-----------------------|-------|
| Large Font | <input type="checkbox"/> | Size of font required | _____ |
| Colour Contrast | <input type="checkbox"/> | Required contrast | _____ |
| Audio | <input type="checkbox"/> | | |
| ASL Interpreter | <input type="checkbox"/> | | |
| Braille | <input type="checkbox"/> | | |
| Other | <input type="checkbox"/> | Please specify | _____ |

The personal information that you have provided us to enable us to respond to your feedback or complaint will only be used for that purpose. You will not be placed on any mailing lists, nor will your information be released to any third party, except as may be authorized by law. The authority for obtaining this information complies with Section 28(2) of the Municipal Freedom of Information and Protection of Privacy Act. Questions about this collection should be directed to the Municipal Accessibility Coordinator, City Hall, PO Box 818, Brantford, ON N3T 5R7; 519-759-4150; accessibility@brantford.ca

Staff Response

Date Received: _____ Received By: _____

Was the format requested achievable? Yes: No:

Follow Up:

Actions to Be Taken:



Date of Conversion: _____

Staff Signature: _____

Date: _____

Staff Name: _____

Appendix B

City of Brantford Notification of Planned Disruption of Service

Dear Guests,

The _____ at _____ will be out of service from _____ to _____. This disruption is the result of _____. Until service is restored please use _____ as an alternative.

We regret any inconvenience this may cause. If you have any questions or concerns please contact the Municipal Accessibility Coordinator at 519-759-4150 or accessibility@brantford.ca.

Thank you,

City of Brantford Management

Appendix C

City of Brantford Notification of Unplanned Disruption of Service

Dear Guests,

The _____ at _____ was found to be unexpectedly out of service. This disruption is the result of _____, and a repair person has been contacted. Until service is restored please use _____ as an alternative. We regret any inconvenience this may cause. If you have any questions or concerns please contact the Municipal Accessibility Coordinator at 519-759-4150 or accessibility@brantford.ca

Thank you,

City of Brantford Management

City of Brantford Accessibility Feedback Form

The City of Brantford has established a process for receiving and responding to feedback about the manner in which it provides goods and services to **persons with disabilities**. Feedback may be provided in person by visiting any City facility, by telephone by calling 519-759-4150, or by email to accessibility@brantford.ca

This form is intended to provide a consistent format for receiving feedback information, but is not meant to be the exclusive format for receiving feedback.

Feedback Complaint (please select one)

Date: _____

Format Received:_____

Personal Information:

Name:

Address:

Telephone Number: _____ E-Mail:

Filled out by Staff? Yes No: Staff Person:

Subject:

Description:_____

The personal information that you have provided us to enable us to respond to your feedback or complaint will only be used for that purpose. You will not be placed on any mailing lists, nor will your information be released to any third party, except as may be authorized by law. The authority for obtaining this information complies with Section 28(2) of the Municipal Freedom of Information and Protection of Privacy Act. Questions about this collection should be directed to the Municipal Accessibility Coordinator, City Hall, PO Box 818, Brantford, ON N3T 5R7; 519-759-4150; accessibility@brantford.ca

Feedback Follow Up

Date Received: _____

Received By: _____

Follow Up:

Actions to Be Taken:

Staff Signature: -----

Date: -----

Staff Name: -----