



## POLICY MANUAL

**POLICY NUMBER: CORPORATE-034**

**SUBJECT: ACCESSIBILITY**

**POLICY STATEMENT:  
(Purpose/Objective)**

The objective of this policy 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*.

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.

**Statement of Organizational Commitment:**

The City values the contributions and participation of all citizens. To facilitate this involvement, the City is committed to providing goods and services that are accessible to all in a timely manner that respects their dignity and independence while providing for integration and equality of opportunity for all people, regardless of ability.

The City's policies, procedures and standards will take into consideration citizens who require assistive devices and will ensure they have the same ability to obtain, use or benefit from goods and services by providing measures to enable them to do so.

The City is committed to ensuring that the City's transportation services, both conventional and specialized, as well as all other City departments have a process to allow for customer feedback.

The City will ensure when communicating with persons with disabilities, to do so in a manner that takes into account each person's individual needs.

The City is committed to welcoming persons with disabilities who are accompanied by a Support Person and Service Animals onto all City owned and operated facilities open to the public.

The City will provide access to transportation services offered directly or contracted to all citizens.

The City will provide notice to citizens when access to services and facilities are temporarily disrupted.

The City will provide training to all city employee, volunteers and third parties relevant to this policy and associated procedures and standards.

The City is dedicated to providing equal opportunity employment to all people and will take into account the accommodations for applicants and employees with disabilities.

## **RELATED POLICY PROCEDURES/GUIDELINES:**

The Corporation of the City of Brantford will use reasonable efforts to ensure that its policies, practices and procedures promote accessibility and reflect the principles of independence, integration, dignity and equal opportunity.

### **Applicable Corporate Policies & Standards**

HS Standard 053 – Accessibility

HR Policy 002 – Hiring

Corporate Policy 012 – Purchasing

Brantford Emergency Plan

Department Specific Procedures

Customer Service Policies (Police, Fire, Library)

<p>Date of Enactment: February 16, 2010</p>	<p>Related By-law Number/Staff Report Number: EN2010-030, Bylaw 18-2010 70-2010 (consolidation) CS2013-115, Bylaw 114-2013</p>
<p>Review and Amendment Dates: June 2010 (consolidation) November 18, 2013</p>	<p>Department Responsible for Review: Corporate Services Commission Human Resources/Health Safety &amp; Wellness</p>
<p>Date of Next Review: November 2018</p>	<p>Applicable Legislation/Legislative Authority: *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</p>