

# The Corporation of the City of Clarence-Rockland

Integrated Accessibility Standards Policy			
Code	POL5000.5-2603		
Jurisdiction	Clerk's Office		
Approved by	RES2026-20	Date	2026-03-12

## 1. Policy Statement

The City of Clarence-Rockland is committed to being responsive to the needs of all customers and members of the public. The City recognizes the diverse needs of all residents and strives to provide services and facilities that are accessible to all.

As an employer and provider of public services, the City is committed to delivering services in an accessible manner and to promoting accessibility through the development and implementation of policies, practices, and procedures that reflect the principles of dignity, equity, inclusion, independence, and responsiveness.

## 2. Purpose/Objective

The purpose of this policy is to set out the requirements of Ontario Regulation 191/11 – Integrated Accessibility Standards Regulation (IASR) under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), and to establish the City's framework for meeting those requirements.

## 3. Roles and Responsibilities

- 3.1. City Council is responsible for approving this policy and providing overall oversight.
- 3.2. Office of the City Clerk is responsible for administering the policy, coordinating reviews, and reporting to Council.
- 3.3. Directors are responsible for implementing accessibility requirements within their areas of responsibility.

## 4. General Provisions

### **4.1. Accessibility Plans**

The City of Clarence-Rockland will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet the requirements under the IASR.

The multi-year accessibility plan will be posted on the City's website and be provided in an accessible format, upon request, as soon as practicable; and reviewed and updated at least once every five years.

### **4.2. Annual Status Reports**

The City will prepare an annual status report on the progress of measures taken to implement the multi-year accessibility plan. The status report will be posted on City's website and will be provided in an accessible format, upon request, as soon as is practicable

### **4.3. Training**

The City shall ensure that training is provided to all employees on the requirements of the IASR and the Ontario Human Rights Code, as it pertains to persons with disabilities. The training shall be appropriate to the duties of the employees, volunteers and other persons. The training shall be provided as soon as practicable and in respect to any changes to the following individuals:

- a. All persons who are an employee of, or a volunteer with, the City;
- b. All persons who participate in developing the City's policies;
- c. All other persons who provide goods, services or facilities on behalf of the City.

### **4.4. Procuring or Acquiring Goods, Services or Facilities**

The City will have regard for accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practical to do so (in which case, if requested, an explanation will be provided).

### **4.5. Self-service Kiosks**

The City will incorporate accessibility features when designing, purchasing, or acquiring self-service kiosks.

## 5. Information and Communication Standards

### **5.1. Definitions for this section**

- a. Communications means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.
- b. Communication Support may include, but are not limited to, captioning, alternative and augmentative communication support, plain language, verbal explanation or other support that facilitate effective communications.
- c. Information includes data, facts and knowledge that exist in any format, including text, audio, digital or images, and that convey meaning.

### **5.2. Feedback**

The City shall ensure that the processes for receiving and responding to feedback are accessible to people with disabilities by providing or arranging for the provision of accessible formats and communication support, upon request.

### **5.3. Accessible formats and communication support**

The City will notify the public about the availability of accessible formats and communication support.

Accessible formats and communication support for persons with disabilities shall be provided in a timely manner, following a consultation with the person making the request, and at a cost that is no more than the regular cost charged to other persons.

### **5.4. Exceptions**

The IASR does not apply to product or product labels; unconvertible information or communication; and, information that the City does not control directly or indirectly through a contractual relationship. If the information or communications are unconvertible, the City shall provide the person requesting the information or communications with an explanation as to why the information or communications are unconvertible and a summary of the unconvertible information or communications.

### **5.5. Emergency procedures, plans or public safety information**

Emergency procedures, plans or public safety information, that are publicly available, shall be provided in an accessible format or with appropriate communication support, upon request, as soon as practicable.

## **5.6. Accessible Websites and Web Content**

The City shall ensure that its websites and web content conform to the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG), at a minimum to Level AA, in accordance with the requirements and timelines set out in the Integrated Accessibility Standards Regulation.

## **6. Employment Standards**

### **6.1. Application**

The requirements set out in the Accessible Employment Standards section of the City Integrated Accessibility Policy apply only to employees of the City. They do not apply to volunteers or other non-paid individuals.

### **6.2. Definitions for this section**

- a. **Performance management** means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.
- b. **Career development and advancement** includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at the higher level in the organization or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them.
- c. **Redeployment** means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.

### **6.3. Recruitment**

The City shall do the following:

- a. Notify the public and the applicants about the availability of accommodations in its recruitment process.
- b. Notify job applicants when they are selected to participate in an assessment or selection process that accommodations are available, in relation to the materials or processes to be used.

- c. Consult with the applicant to provide or arrange for the provision of suitable accommodation that considers the applicant's accessibility needs.

#### **6.4. Notice to successful applicants**

When making offers of employment, the City will notify the successful applicant of its policies for accommodating employees with disabilities.

#### **6.5. Employee support**

The City will inform employees of its policies used to support its employees with disabilities including those on the provision of job accommodation that consider an employee's accessibility needs.

This information will be provided to new employees as soon as practicable after they begin their employment. Updated information will be provided to employees whenever there is a change to existing policies.

#### **6.6. Accessible formats and communication support for employees**

When requested by an employee, the City will consult with the employee to provide or arrange for the provision of accessible formats and communication support needed to perform the employee's job and information generally available to employees in the workplace.

#### **6.7. Workplace emergency response information**

The City will provide individualized workplace emergency response information as soon as practicable to employees who have a disability, if the disability is such that the individualized information is necessary, and the employer has been made aware of the need for accommodation due to the employee's disability. With the employee's consent, the City will provide workplace emergency information to a designated person who will be providing assistance to that employee during an emergency.

Individualized workplace emergency response information will be reviewed when an employee moves to a different location in the organization, when the employee's overall accommodation needs or plans are reviewed and when the City reviews its general emergency response policies.

#### **6.8. Documented individual accommodation plans**

The City shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. The process shall include the elements identified in section 28 of the IASR.

#### **6.9. Return to work process**

The City shall develop a document and have in place a return-to-work process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work.

#### **6.10. Performance management, career development and advancement, and redeployment**

The City shall consider the accessibility needs of employees with disabilities and individual accommodation plans in performance management processes, when providing career development and advancement opportunities and when considering redeployment of employees with disabilities.

### **7. Transportation Standards**

The Accessibility Standard for transportation will make it easier for everyone to travel in Ontario. The standard applies to conventional and specialized transportation services, as well as to municipalities that license taxicabs or provide conventional transportation services.

#### **7.1. Public Transit**

The City shall ensure that owners and operators of public transit are in conformity with the transportation standard under the Accessibility for Ontarians with Disabilities Act, 2005, where an agreement exists.

#### **7.2. Taxicabs (this section applies only if the City regulates taxicabs )**

The City shall ensure that owners and operators of licensed taxicabs do not charge higher fares or additional fees to a passenger with a disability. The City shall also consult with the Accessibility Advisory Committee and the public to determine the proportion of accessible taxis required in the community.

### **8. Built in Standards**

- 8.1. Accessibility requirements in the built environment address both public spaces and buildings.
- 8.2. The Accessibility for Ontarians with Disabilities Act establishes Design of Public Spaces Standards applicable to certain public spaces, while accessibility requirements for buildings are regulated through the Ontario Building Code.
- 8.3. The City will comply with the AODA Design of Public Spaces Standards when undertaking new construction and redevelopment of public spaces, which may include:
  - a. Recreational trails;

- b. Outdoor public and eating areas;
- c. Exterior paths of travel;
- d. Accessible parking;
- e. Obtaining Services

## 9. References and related documents

- Accessibility for Ontarians with Disabilities Act, 2005
- Ontario Regulation 191/11 – Integrated Accessibility Standards
- Ontario Human Rights Code
- City of Clarence-Rockland Multi-Year Accessibility Plan

## 10. Review and Amendments

This policy shall be reviewed every three (3) year by the Office of the City Clerk. Any modifications shall be reviewed by the Accessibility Advisory Committee and approved by Council.

Previous Code	Reviewed /Modified	Date (YYYY-MM-DD)	Updated by (employee name and title)	Authority (by-law, resolution or signature)
ADM2013-02	Modified	2026-03-11	Monique Ouellet, Clerk	RES2026-20