

# Integrated Accessibility Standards

## Did you know?

The Town provides both conventional and specialized transit.

Both services accommodate persons with mobility devices.

The specialized transit (known as F.A.S.T. – Fort Erie Accessible Specialized Transit) is available for those who apply and meet eligibility criteria.

More details are available on the Town's web-site at [www.forterie.on.ca](http://www.forterie.on.ca) – click on Quick Links - Public Transit Information.

## TRANSPORTATION



- The IASR standard has several requirements that apply to both conventional and specialized including making information on accessibility equipment and features of vehicles, routes and services available to the public.
- Conventional and specialized transit have the same operating schedules (days and hours) and the fares are the same (fare and hour parity).
- When a person with a disability requires a support person to accompany them on the conventional or specialized transit, they are not required to pay the fare.
- The conventional transit is also required to provide clearly marked courtesy seating for people with disabilities and provide verbal and visual announcements of routes and stops on vehicles.
- Duties of Municipalities, general (construct, renovate or replace bus stops or shelters)

## DESIGN OF PUBLIC SPACES

The goal of the Accessibility Standard for the Design of Public Spaces is to remove barriers in public spaces specific to:

- Recreational trails, Beach access routes, Boardwalks and ramps
- Outdoor public use eating areas, Outdoor play spaces
- Exterior paths of travel
- Accessible parking
- Obtaining services – service counters, fixed queuing guides, waiting areas
- Maintenance of accessible elements



The standard for public spaces **only** applies to new construction and planned redevelopment with a compliance date of January 1, 2016.

Enhancements to accessibility in buildings is part of the ongoing consultation taking place on Ontario's Building Code, which governs new construction and renovations in buildings.

## Did you know?

Approximately 1.85 million Ontarians have a disability and the numbers are expected to rise.

The unemployment rate for people with disabilities is 25%.

## Key Principles of Accessibility:

- ✿ Independence
- ✿ Dignity
- ✿ Integration
- ✿ Equality of opportunity

and the Town of Fort Erie includes:

- ✿ Sensitive
- ✿ Responsive
- ✿ Inclusive

Ontario Regulation 191/11, as amended, under the Accessibility for Ontarians with Disabilities Act (AODA), 2005 establishes the accessibility standards for each of information and communications, employment, transportation and the design of public spaces. This regulation is also known as the Integrated Accessibility Standards Regulation (IASR).

## Accessibility is more than just getting through the door.

The Town of Fort Erie is a progressive, caring community and is committed to being responsive to the needs of its citizens. We pride ourselves on our sense of community, our many charitable organizations and high standard of public service. We are cognizant of the diverse needs of our residents and strive to provide services and facilities that are accessible to all.

Our vision of the Town of Fort Erie is that of a well-designed community that is safe, convenient and comfortable for all persons, with or without disabilities.



## GENERAL REQUIREMENTS

### Establishment of Policies, Procedures and Best Practices

A new overarching Accessibility Policy was approved by Council (By-law No. 128-12). This policy also encompasses the requirements of the Accessible Customer Service Policy (ADP-01-2009) and the Integrated Standard and provides guidance and direction to staff on compliance requirements under the AODA. Both Policies can be found on the Town's Accessibility page at [www.forterie.on.ca](http://www.forterie.on.ca).

### Accessibility Plans

The Town's 2013-2018 Multi-Year Accessibility Plan outlines the Town's strategy to prevent and remove barriers and meet its AODA compliance obligations. The Plan can also be found on the Town's website.

### Procuring or Acquiring Accessible Goods, Services or Facilities

Working with the Town's Manager of Purchasing and Finance Services, accessibility criteria has been incorporated into the RFP, bid and tender process. If it is not practicable to do so, an explanation must be provided, upon request.

### Self-Service Kiosks

Any future self-service kiosk, offered by the Town must incorporate accessibility features.

### Training

Under Section 7 of the IASR, the Town is required to train all of its employees, volunteers, and third-party contractors on the Regulation and the Ontario Human Rights Code, as it relates to persons with disabilities.

In addition to this brochure, a series of in-person sessions will be held for specific staff and departments.

## Did you know?

An accessible format could include large print, Braille, audio, plain language, or electronic formats such as an accessible PDF or Word document.

Administrative staff have participated in accessible document creation training and are available to assist you if you are requested to provide information in an alternative format.



The Accessibility Advisory Committee web page also includes resources such as:

- Accessible Meeting Planner - What You Need To Know When Planning a Meeting
- List of Alternative Format Providers



## INFORMATION AND COMMUNICATION

### Feedback

Receiving feedback on the accessibility of the Town's goods, services and facilities is an effective way to ensure we are meeting the needs of Fort Erie residents with disabilities. Residents can submit their feedback in person, by phone, by e-mail or in writing.

### Accessible Formats

The Town is only required to provide any of its documents in an accessible format upon request, but strives to make every effort in making documents accessible when they are being created. Word templates (reports, memorandums, letters, etc.) have all been customized with accessible document features.

### Communication Supports

An American Sign Language (ASL) interpreter is an example of a communication support. Upon receiving a request, the Town is obligated to provide communication supports for any of its programs, events, or services. The Town has a working contract with the Ontario Interpretive Service (OIS) but interpreters in the Niagara Region are very limited. Ample notice, where possible, should be given to ensure that an interpreter is available.

### Accessible Websites and Web Content

By January 1, 2014, all new websites or sites undergoing a significant refresh, and any content being posted to these sites, must comply with Level A of the Worldwide Web Consortium's Web Content Accessibility Guidelines (WCAG). The Town is in the process of updating its entire web site, which will need to comply.

"Information and Communications Technology (ICT) has the potential both to enhance access for people with disabilities and to contribute to creating barriers. What we now call the digital divide actually began long before the introduction of computers — barriers have existed and still exist today with telephones, television, the Internet and other information technology. It is important to remember that people with disabilities have many different accessibility needs and that there are different ways to make technology accessible and that new accessibility needs emerge as technology changes".

- J. Simpson, AAPD

### Fort Erie Public Library

The Fort Erie Public Library is required to inform the public on the accessible formats available at its branches. This information can be found on the Accessibility page of its website at [www.fepl.ca](http://www.fepl.ca). The library also offers various adaptive technologies such as large print keyboards, trackball pointing devices and text to speech software.

## Did you know?

ALT (alternative) text is the little block of text that pops up when you point your cursor at an image on a Web page or in an Office document. To someone who is blind or partially-sighted and using a screen reader, ALT text is what describes the image for them so they too can experience it. ALT text has a limited number of characters, so make sure you use the most apt and informative text you can to describe any images in your documents. Applying alt text to a shape, picture, chart, table, SmartArt graphic, or other object is a simple way to make your document more accessible.



## EMPLOYMENT

### Availability of Accommodations

The Town is required to notify the public of the availability of accessibility accommodations on all of its job postings, when inviting candidates to participate in the interview process, and when making an offer of employment.

### Informing Employees of Supports

The Town's Manager, Human Resources is required to inform all employees when a new policy or procedure is created or existing policies and procedures have been amended, which relate to employees with disabilities.

### Accessible Formats and Communication Supports for Employees

Through Human Resources, employees can request accessible formats and communication supports for any information that relates to their duties or for information that is generally provided to all employees.

### Workplace Emergency Response Information Plan (WERIP) for Employees

The Town's Safe Work Standard 01-006 provides for the identification and assistance of any employee with a disability in the event of an emergency. Every employee is eligible for a WERIP, whether the employee is a new hire, existing employee or is returning to work from an injury.

### Individualized Accommodation Plans

An individualized accommodation plan outlines the specific workplace accommodations the employee with a disability will require to do their job efficiently and independently. Employees should contact Human Resources if they require an accommodation plan.

### Return to Work

The Town has a comprehensive Return to Work process and programs for employees who become disabled to make it easier to transition back to work. Processes include:

- agreed upon accommodations;
- information about accessible formats and communication supports, if requested;
- Workplace Emergency Response Information, if required; and
- provisions for regularly reviewing the accommodations.

## The Town's Administrative Policy Directive "Accommodation in Employment"

This policy describes the accommodation procedures available to employees and applicants with disabilities to enable their full participation in employment activities. See Human Resources for further details.

## Performance Management

When developing and implementing tools related to evaluating and managing an employee's performance, Human Resources is required to take into consideration the accessibility needs of its employees with disabilities and all individualized accommodation plans.

## Career Development and Advancement

When providing career development and advancement opportunities, Human Resources is required to take into consideration the accessibility needs of employees with disabilities and any individualized accommodation plans.

## Redeployment

If an employee is redeployed to a different position, department, or facility, any accessibility needs along with their individualized accommodation plan will be taken into consideration.

## As an employee, you can:

- Request to have an individualized accommodation and/or Workplace Emergency Response Information plan developed;
- Request an accessible format or communication support for any information provided to staff.