

THE CORPORATION OF THE MUNICIPALITY OF SIOUX LOOKOUT

BY-LAW NO. 73-21

**BEING A BY-LAW TO AMEND BY-LAW NO. 50-05, BEING A BY-LAW TO
ADOPT PERSONNEL POLICIES FOR THE CORPORATION OF THE
MUNICIPALITY OF SIOUX LOOKOUT**

WHEREAS The Council of The Corporation of the Municipality of Sioux Lookout passed By-law No. 50-05, Being a By-law to Adopt Personnel Policies for The Corporation of the Municipality of Sioux Lookout and to Adopt Certain Health and Safety Polices; and

WHEREAS the Council of The Corporation of the Municipality of Sioux Lookout deems it advisable and expedient to amend By-law No. 50-05;

NOW THEREFORE, THE COUNCIL OF THE CORPORATION OF THE MUNICIPALITY OF SIOUX LOOKOUT ENACTS AS FOLLOWS:

1. THAT the following Policies, attached as Schedule "A" be adopted and incorporated into the Personnel Policy Manual:
 - Policy – 3-56 Administrative Procedure
2. THAT the AODA Policy attached hereto as Appendix "A", are adopted as Personnel Policies for The Corporation of the Municipality of Sioux Lookout, effective August 18, 2021.
3. THAT this By-law shall come into force and take effect on the date of its final passing.

READ A FIRST, SECOND AND THIRD TIME THIS EIGHTEENTH DAY OF AUGUST, 2021.



Doug Lawrance, Mayor



Brian P. MacKinnon, Municipal Clerk

MUNICIPALITY OF SIOUX LOOKOUT
ADMINISTRATIVE PROCEDURE NO. 3-56

SUBJECT: **AODA Policies**

SECTION: Personnel

APPLIES TO: All Regular Employees

EFFECTIVE: DATE APPROVED

56.1 **POLICY**

The Municipality of Sioux Lookout is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

56.2 **PURPOSE**

To provide guidelines for the standards in meeting accessibility requirements throughout the Municipality of Sioux Lookout.

56.3 **TRAINING**

The Municipality of Sioux Lookout is committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- a) all persons who participate in developing the organization's policies; and
- b) all other persons who provide goods, services or facilities on behalf of the organization

Training of our employees and volunteers on accessibility relates to their specific roles.

Training includes:

1. Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards.
2. The Municipality of Sioux Lookout's policies related to the Customer Service Standards.
3. How to interact and communicate with people with various types of disabilities.
4. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.

5. How to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities. These include: Technical aids, communication devices, or medical aid that are used to increase, maintain, or improve how a person with a disability can function.
6. What to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

The Municipality of Sioux Lookout will train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

The Municipality of Sioux Lookout will maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

56.4 **ASSISTIVE DEVICES**

People with disabilities may use their personal assistive devices when accessing The Municipality of Sioux Lookout's goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

The Municipality of Sioux Lookout ensures that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

56.5 **COMMUNICATION**

The Municipality of Sioux Lookout will communicate with people with disabilities in ways that take into account their disability. This may include the following:

- large print
- reading aloud
- writing notes
- closed-captioning
- restating information.

We will work with the person with disabilities to determine what method of communication works for them.

56.6 **SERVICE ANIMALS**

The Municipality of Sioux Lookout welcome's people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded,
- discuss with the customer another way of providing goods, services or facilities

56.7 **SUPPORT PERSONS**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on all Municipal owned premises. A fee/fare will not be charged for support persons.

Customers will be notified of this by the Municipality of Sioux Lookout posting a notice in all publically accessed buildings.

In certain cases, The Municipality of Sioux Lookout might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, The Municipality will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

If The Municipality of Sioux Lookout determines that a support person is required, any related fee/fare related to the attendance of the support person would be waived.

If an amount is payable by a support person for admission to the premises or in connection with a support person's presence at the premises, the Municipality shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person by including same on the Municipality's website and in any other manner deemed appropriate.

56.8 **NOTICE OF TEMPORARY DISRUPTION**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, The Municipality will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services/Facilities include:

- The Municipal Office
- The Recreation Centre and Gymnasium
- The Public Works Garage
- The Fire Halls (Sioux Lookout and Hudson)
- The Airport Administration Building
- The Airport Terminal Building
- The Hidden Lake Landfill Site
- Biidaaban Children's Centre
- Sioux Mountain Children's Centre
- Lost Lake Drop-in Centre
- Hudson Community Hall
- Tourist Information Centre

The notice will be made publicly available in the following ways:

- posted on the Municipal website
- posted on the main doors of the facility
- posted on the Municipal social media pages

56.9 **FEEDBACK PROCESS**

The Municipality of Sioux Lookout welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

- Telephone
- Postal Mail
- E-mail
- Online submission using the Municipal Website
- In Person at the Municipal Office

All feedback, including complaints, will be handled in the following manner:

Any feedback forms received will be sent to the Department Head of the department the feedback pertains to. If the feedback pertains to an internal employee of the Municipality, then the information would additionally be forwarded to the Human Resources Manager. If the feedback is regarding a Department Head, then the information would be sent to the CAO.

56.12 INFORMATION AND COMMUNICATIONS

The Municipality of Sioux Lookout has established a process for receiving and responding to feedback, and the process is accessible to persons with disabilities upon request.

Communication will be done with people with disabilities in ways that take into account their disability. When asked, information about the organization and services, including public safety information, in accessible formats or with communication supports will be provided:

- a) in a timely manner, taking into account the person's accessibility needs due to disability; and
- b) at a cost that is no more than the regular cost charged to other persons.

Consultation will be made with the person making the request in determining the suitability of an accessible format or communication support. If it is determined that information or communications are unconvertible, the requestor will be provided with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

Public notification about the availability of accessible formats and communication supports by

- posting on the Municipal premises
- posting on the Municipal website

Internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements will also be adhered to in accordance with Ontario's accessibility laws.

56.13 EMPLOYMENT

Notification that accommodations can be made during recruitment and hiring process is made to employees, job applicants and the public. Job applicants are notified when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. Consultation with the applicants is done to provide or arrange for suitable accommodation.

Successful applicants are notified of policies for accommodating employees with disabilities when making offers of employment.

Staff will be notified that supports are available for those with disabilities as soon as practicable after they begin their employment. Updated information will be provided to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

Consultation with employees will be made when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. The person making the request will be consulted with in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and

b) information that is generally available to employees in the workplace

Where needed, customized emergency information will be provided to help an employee with a disability during an emergency. With the employee's consent, workplace emergency information will be provided to a designated person who is providing assistance to that employee during an emergency.

Information will be provided as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

Individualized workplace emergency response information will be reviewed when:

- a) when the employee moves to a different location in the organization;
- b) when the employee's overall accommodations need or plans are reviewed; and
- c) when The Municipality reviews its general emergency response policies.

A written process to develop individual accommodation plans for employees is followed

A written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work is followed.

All performance management, career development and redeployment processes take into account the accessibility needs of all employees.

56.14 **DESIGN OF PUBLIC SPACES**

The Municipality of Sioux Lookout will meet accessibility laws when building or making major changes to public spaces.

Our public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities
- Accessible off-street parking
- Accessible on-street parking
- Service-related elements like service counters, fixed queueing lines and waiting areas

The Municipality of Sioux Lookout puts procedures in place to prevent service disruptions to the accessible parts of our public spaces.

56.15 **CHANGES TO EXISTING POLICIES**

Any policies of The Municipality of Sioux Lookout that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

56.16 ACKNOWLEDGEMENT AND AGREEMENT

I, (employee name), acknowledge that I have read and understand the Municipality of Sioux Lookouts' AODA Policy. Further, I agree to adhere to this policy and if I am in a supervisory role, I will ensure that employees working under my direction adhere to this policy. I understand that if I violate the rules or procedures outlined in this policy, I may face corrective action up to and including termination of employment.

Name:

Signature:

Date:

This document is publicly available. Accessible formats are available upon request.

Appendix #1: Accessibility Checklist for Procuring Goods and Services

Consideration	N/A	Yes	No	Follow-up
Will the proposed goods or services reflect the Municipality's commitment to accessibility?				
Have relevant stakeholders been consulted to address accessibility concerns?				
Have accessible features and criteria been included in the procurement process?				
Does the cost estimate reflect the need to integrate accessibility features and criteria?				
Have the possible impacts on people with disabilities been considered?				
Can people with disabilities use or benefit from the proposed goods or services on an equitable basis?				
Did people with disabilities participate in the decision-making process?				
Are there accessible feedback mechanisms so accessibility issues can be reported, monitored and evaluated?				
Are any relevant documents and communication materials written in plain language and available in an accessible format?				
Will online communication materials include accessible electronic formats of HTML, accessible PDF or Word?				
The Municipality must notify the public about the availability of accessible formats and communication supports. Is relevant information in an accessible format posted on the premises or on the Municipality website?				
Do departmental materials such as posters and brochures follow the Clear Print Guidelines?				
Do signage and information systems use the International Symbol of Accessibility where applicable?				
Have you consulted the person responsible for AODA compliance at your Municipality about specific accessibility standards, guidelines, features or criteria?				
Are there existing accessibility standards or guidelines for this product, service or facility?				
Are you including accessibility features or criteria in the weighting for evaluating tenders?				

Appendix #2: Checklist for Procurement Documents (RFP's, Tenders, Etc.)

Is the tenderer asked to:				
• Include accessibility in the design and development process?				
• Describe the accessibility features of the proposed goods or services?				
• Provide evidence that the proposed solution will satisfy the accessibility requirements in the RFX?				
• Provide references that demonstrate their ability to satisfy accessibility requirements?				
• Is the Municipality accessibility policy or commitment to accessibility clearly stated?				
• Have specific accessibility standards, guidelines, features or criteria been included?				
• Are the accessibility features or criteria stated as a minimum requirement?				
• Are the accessibility features or criteria included in the weighting for evaluating tenders?				

Appendix #3: Accessibility Checklist for the Built Environment

Consideration	N/A	Yes	No	Follow-up
Is the proposed facility or infrastructure barrier-free?				
Will the changes to the proposed facility or infrastructure make it barrier-free?				
Have accessibility features been integrated into the planning process?				
Have agreements been reached to ensure accessibility features will be included during construction?				
Do ramps comply with the Ontario Building Code (Barrier Free Design section 3.8)?				
Are entrances accessible to people using wheelchairs or scooters?				
Are accessible entrances clearly marked with the International Symbol of Accessibility?				
Are mats securely positioned and level with the floor?				
Is there an accessible route of travel to all floors?				
Are elevator doorways wide enough to allow people using wheelchairs to pass through easily?				
Do elevator doors stay open long enough to permit people with disabilities to enter and exit safely?				
Are door thresholds bevelled so they do not create a tripping hazard?				
Can user stations be accessed by persons using a mobility device?				
Are there public information systems, auditory signals or way-finding so people with visual impairments can move safely and independently?				
Are building and route signage provided in large, high contrast lettering?				
Have accessibility features been incorporated when designing or procuring items under s. 6 of the AODA?				

Consideration	N/A	Yes	No	Follow-up
Are accessible routes marked to provide directional cues for people with vision disabilities?				
Are washroom features placed at an appropriate height and location for people with a wide range of disabilities?				
Has consideration been given to service/ guide dogs (comfort stations, water)?				