

MUNICIPALITY OF SIOUX LOOKOUT
ADMINISTRATIVE PROCEDURE NO. 3-56

SUBJECT: **AODA Policies**

SECTION: Personnel

APPLIES TO: All Regular Employees

EFFECTIVE: 18 August 2021

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.

If contact information is left on the feedback form, customers can expect to hear back in 2 business days for urgent matters or 5 business days for non-urgent matters.

The Municipality of Sioux Lookout ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

56.10 NOTICE OF AVAILABILITY OF DOCUMENTS

The Municipality of Sioux Lookout notifies the public that documents related to accessible customer service, are available upon request by posting a notice in the following location(s)/way(s):

- posted on the Municipal website
- included in mailings or pamphlets

The Municipality of Sioux Lookout will provide these documents in an accessible format or with communication support, on request. Consultation will be done with the person making the request to determine the suitability of the format or communication support. The accessible format will be provided in a timely manner and, at no additional cost.

56.11 PROCUREMENT

- (a) The Municipality considers accessibility in all of its buying decisions. Where possible, the Municipality tells vendors in writing the accessibility criteria and features it will consider. The Municipality also provides guidelines on how it will evaluate vendor proposals based on accessibility. Where it is not practical to address accessibility concerns, the Municipality will explain why in an accessible format, on request.
- (b) Contractors and service providers, including subcontractors, if applicable, that provide services to the public or third parties on behalf of the Municipality of Sioux Lookout shall ensure that all its employees, agents, volunteers, or others for whom the contractor is legally responsible receive training regarding the provision of the goods and services contemplated herein to person with disabilities in accordance with Section 6 of the Ontario Regulation 429/07 (the "Regulation") made under the Accessibly for Ontarians with Disabilities Act, 2005, as amended (the "Act"). The contractor shall ensure that such training includes, with limitation, a review of the purposes of the Act and the requirements of the Regulation, a review of the Municipality's Policy on Accessible Customer Service Standards, as well as, instructions regarding all matters set out in Section 6 of the Regulation.
- (c) The contractor shall also maintain a record of all training provided to the contractor's personnel on the Municipality's accessibility customer service standards as required under this section, which shall include at a minimum, the dates on which the training was provided and the number of individuals to whom the training was provided. The vendor shall furnish any required records of accessible customer service training to the Municipality within ten days of the Municipality's request, unless otherwise

agreed upon by the Municipality. The Municipality reserves the right to require the contractor to amend its training policies to meet the requirements of the Act and the Regulation.

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.

56.15 **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.