

# KING TOWNSHIP CORPORATE POLICY ACCESSIBILITY STANDARDS



POLICY NO.:  
COR-POL-120

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Human Resources Division	Issue Date: 2010-01-01
	Reviewed Date: 2023-02-06
Authored by: Human Resources	Issue No.: 3
Approved by:	Next Review: 2028-02-06

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## 1 PURPOSE STATEMENT

- 1.1 The Accessibility for *Ontarians with Disabilities Act, 2005* (AODA) requires the Township of King ('King') as a large public sector organization, to establish accessibility policies. This Accessibility Standards Policy governs how King achieves and maintains compliance with the requirements of the accessibility standards of the AODA and the *Integrated Accessibility Standards Regulation 191/11* (IASR).

## 2 POLICY OBJECTIVE

- 2.1 King is committed to meeting the accessibility needs of people with disabilities in a timely and proactive manner and will use reasonable efforts to provide equitable access to Township programs, goods, services, and facilities in a way that respects a person's dignity and independence.

## 3 APPLICATION/SCOPE

This policy applies to all King Employees, Students, Volunteers, and Agents who provide goods, services, or facilities on behalf of King, or who help develop policies for King.

## 4 DEFINITIONS

- 4.1 Accessibility – the degree of ease that goods, services, and facilities can be used by a person with a disability.
- 4.2 Accessibility Plan – a document approved by King Council and made available to the public which includes: King's strategy to identify, remove, and prevent barriers to people with disabilities and meet its requirements under the enacted regulations of the AODA; and all other information and actions required under the *Ontario with Disabilities Act, 2001* (ODA) and *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). This Plan also includes annual Status Updates.
- 4.3 Accessibility Standard – the minimum requirements set out in the AODA that persons and organizations must follow to identify, remove, and prevent barriers to accessibility.
- 4.4 [Accessible Customer Service Guidelines](#) – provides guidance on how to implement the requirements set out in the Customer Service Standards under the IASR and how King offers goods, services, and facilities to people with disabilities.
- 4.5 Accessible Formats – formats that are an alternative to standard print and are accessible to people with disabilities which may include but are not limited to; large print, recorded audio, Braille, and other formats usable by people with disabilities.
- 4.6 Agent – a third party (individual or organization) who deals directly with members of the public to provide a program, service, or facility on behalf of King.

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- 4.7 Assistive Device – shall mean an auxiliary aid such as communication aid, cognition aid, personal mobility aid and medical aid (i.e., canes, crutches, wheelchairs, hearing aids, etc.) to access and benefit from the goods and services offered by King.
- 4.8 Barrier - means anything that prevents a person with a disability from fully participating in all aspects of society because of the disability. Barriers may include a physical, architectural, and attitudinal barrier as well as, an information or communication barrier, technological barriers, a policy, procedure, or a practice.
- 4.9 Communication Supports – supports that people with disabilities may require to access information which may include but are not limited to; closed captioning, augmentative sound devices, plain language, sign language, and any other supports that enable effective communications.
- 4.10 Dignity - service is provided in a way that allows the person with a disability to maintain self-respect and the respect of other people.
- 4.11 Disability (as defined in the *Ontario Human Rights Code*) - means any degree of physical disability, infirmity, malformation or disfigurements that is caused by bodily injury, birth defect or illness, and without limiting the generality of the foregoing, includes, diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal, wheelchair or other remedial appliance or device; mental impairment or developmental disability; learning disability or dysfunction in understanding or using symbols or spoken language; mental disorder; or injury or disability for which benefits were claimed or received under the *Workplace Safety and Insurance Act, 1997*.
- 4.12 Equal Opportunity – service is provided to a person with a disability in such a way that they have an opportunity to access Township goods or services equal to that given to others. Independence – when a person with a disability has the freedom to do things on their own without unnecessary help or interference from others.
- 4.13 Service Animal – a service animal is a guide, hearing, or signal dog or other animal trained to assist people with disabilities and can often be easily identified by visual indicators such as a vest or harness worn by the animal. Alternatively, a service animal can be identified as one if the person provides documentation from a regulated health professional confirming the person requires the animal for reasons relating to the person’s disability.
  - 4.13.1 a “guide dog” means a guide dog as defined in section 1 of the *Blind Persons’ Rights Act*.

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- 4.17 Support Person – a person who accompanies a person with a disability to help with communication, mobility, personal care, or medical needs or with access to goods or services. A support person may be a paid support worker, a volunteer, a friend, or a family member; the support person does not need to have special training or qualifications.
- 4.18 Temporary Disruption – a short term planned or unplanned interruption that would prevent people with disabilities from accessing, using, or benefiting from a providers’ goods, services, or facilities.

**5 ASSISTIVE DEVICES**

- 5.1 A person with a disability may use and keep with them their own personal assistive devices to obtain, use or benefit from the goods or services offered by King.
- 5.2 Where the township owned assistive devices (i.e., Council Chamber devices) are available, appropriate staff within the applicable department will be knowledgeable of the presence and trained in the use of the assistive devices. Staff will be available to assist with the Township owned assistive devices, if requested.
- 5.3 A person with a disability may use an assistive device such as, but not limited to, wheelchairs, walkers, white canes used by people who are blind or who have low vision, note taking devices, portable magnifiers, recording machines, assistive listening devices, personal oxygen tanks, and devices for grasping.
  - 5.3.1 When interacting with a person with a disability who may use one or more assistive devices staff will:
  - 5.3.2 Ensure that the person is permitted to enter the premises with the device and to use the device to access goods or services.
  - 5.3.3 Ensure that persons with disabilities are aware of any/all assistive devices available on Township premises.
  - 5.3.4 Offer an assistive device in a manner that respects the person’s dignity and independence.
  - 5.3.5 Do not lean or reach over an assistive device.
  - 5.3.6 Remove potential barriers to the use of assistive devices where possible.

**6 INFORMATION AND COMMUNICATIONS STANDARDS**

- 6.1 When communicating with a person with a disability, staff shall do so in a manner that takes into account the person’s disability.

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- 6.2 Feedback - King has a process in place for receiving and responding to feedback on the way King provides goods, services, and facilities to its citizens. Staff will ensure these feedback processes are accessible to people with disabilities by providing or arranging for the provision of accessible formats or communication supports upon request, in accordance with the *Information and Communications Standards*.
- 6.3 Accessible Formats and Communication Supports – King will provide or arrange for the provision of accessible formats or communication supports for people with disabilities upon request, in accordance with the *Information and Communications Standards*.
- 6.4 Website and Web Content – King will ensure its website ([www.king.ca](http://www.king.ca)) conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A & AA in accordance with the schedule set out in the *Information and Communications Standards*.

## 7 EMPLOYMENT STANDARDS

- 7.1 Employment – King will create a fully accessible work environment for all staff across the employment life cycle in accordance with the requirements and timelines set out in the Employment Standards and existing requirements under the *Ontario Human Rights Code*, and *IASR* to accommodate people with disabilities.
- 7.2 King is an Equal Opportunity Employer. In accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*, the *Integrated Accessibility Standards Regulation 191/11*, and the *Ontario Human Rights Code*, King provides accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If selected to participate in the recruitment, selection and/or assessment process, we ask that the applicant please inform King’s Human Resources Division of the nature of any accommodation(s) that they may require in respect of any materials or processes used to ensure their equal participation.

## 8 TRANSPORTATION STANDARDS

- 8.1 Transportation – currently, all transportation services are provided to people in King through the Regional Municipality of York ([www.york.ca](http://www.york.ca)) which offers services through both conventional and specialized transit services, in accordance with the Transportation Standards.

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**9 DESIGN OF PUBLIC SPACES STANDARDS**

9.1 Public Spaces – King will incorporate accessibility features when constructing new or renovating planned significant alterations to existing facilities/buildings, controlled public spaces such as parks, trails, and playgrounds, in accordance with the Design of Public Spaces Standards.

**10 CUSTOMER SERVICE STANDARD**

10.1 Customer Service - King has committed to ensuring excellent customer service to all people of all abilities in accordance with the requirements as set out in the Customer Service Standards. When serving customers with disabilities, reasonable efforts shall be made to provide the same level of service given to other customers and shall be provided in a manner that respects the dignity and independence of persons with disabilities. This includes:

**10.1.1 SERVICE ANIMALS AND SUPPORT PERSONS**

10.1.1.1 King shall allow a person with a disability, who requires to be accompanied by a support person into all Township are owned or operated public facilities. King shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

10.1.1.2 A support person, when assisting a person with a disability to obtain, use, or benefit from King’s goods and/or services, will be permitted to attend at no charge where an admission fee is applicable.

10.1.1.3 King shall ensure a person with a disability, to be accompanied by a guide dog or other service animal onto all King owned and operated public facilities and will ensure that the person is permitted to keep the animal with them unless the animal is otherwise excluded by law.

10.1.1.4 If the service animal is excluded by law from the facility, King will ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the Township’s goods and services.

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**10.1.2 NOTICE OF TEMPORARY SERVICE DISRUPTION**

10.1.2.1 Notice of Service Disruption shall be provided to the public when facilities or services that persons with disabilities use to access Township goods, services, or facilities are temporarily unavailable or if the goods or service are expected in the near future to be temporarily unavailable, in whole or in part.

- 10.1.2.2 The Notice must include the following information:
- The reason for and information about the disruption
  - Anticipated duration
  - Description of alternative facilities or services, if available
  - Contact information.

Notice may be given by posting information in a conspicuous place on the premises, on King's website ([www.king.ca](http://www.king.ca)) or any other such social media as is reasonable in the circumstance.

**10.1.3 TRAINING**

10.1.3.1 King shall ensure every person who deals with members of the public or other third parties on behalf of the Township such as Employees, Students, Agents, Volunteers, receive training regarding the provision of its goods and services to persons with disabilities prior to or at the time they start working at King.

10.1.3.2 Every person who participates in developing the Township's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties must be aware of the current Legislative requirements.

- 10.1.3.3 The training shall include but is not limited to the following:
- i. Review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and requirements of the *Integrated Accessibility Standards for Customer Service, Ontario Regulation 191/11,*
  - ii. Instruction on how to interact and communicate with people with various types of disabilities,
  - iii. Instruction on how to interact with persons with disabilities who use

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assistive devices or require the assistance of a guide dog, other service animal or support person,

- iv. Instruction on how to use equipment or devices available at Township premises or that are otherwise provided by the Township, that may help persons with disabilities access Township services, such as TTY telephones (teletypewriters), elevators, lifts, accessible interactive kiosks, listening devices or other technology,
- v. Instruction on what to do if a person with a disability is having difficulty accessing King’s services.
- vi. Training shall be provided to each person as soon as practicable and training records shall be maintained to ensure compliance with the legislation.
- vii. The following persons must receive training:
  - Every person who is an employee of, or a volunteer with King
  - Every person who participates in developing King’s policies
  - Every other person who provides goods, services, or facilities on behalf of King

**10.1.4 FEEDBACK**

- 10.1.4.1 The Customer Service Feedback Form shall be used for receiving and responding to feedback in the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public.
- 10.1.4.2 The feedback process shall permit persons to provide feedback in person, by telephone, in writing, by email, online, or by other method.
- 10.1.4.3 The feedback process must specify the actions that King will take if a complaint is received about the manner in which it provides goods, services, or facilities to persons with disabilities.
- 10.1.4.4 King shall ensure the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible

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formats and communication support, on request.

10.1.4.5 The feedback form can be obtained either from King’s website ([www.king.ca](http://www.king.ca)), in-person at any of the local Libraries, or at the Municipal Centre by contacting ServiceKing.

## 10.1.5 DOCUMENTS IN AN ACCESSIBLE FORMAT OR WITH COMMUNICATIONS SUPPORT UPON REQUEST

10.1.5.1 King will provide or arrange for provision of any document/information a person with a disability may request taking into account the person’s disability.

10.1.5.2 If a person with a disability asks for a document in a different format, staff will discuss what options are available to the individual and then agree upon the format the Township will provide and provide it in a timely manner at a cost that is no more than the regular cost charged to other persons.

## 11 NON-COMPLIANCE WITH POLICY

11.1 Failure to comply with the AODA Regulations can result in administrative penalties as defined in Part V: Compliance of *the Director’s Orders and Administrative Penalties, Ontario Regulation 191/11*. Employees who fail to comply with this Accessibility Policy may be subject to disciplinary action, up to and including dismissal. Agents and volunteers who fail to comply with the Policy may be subject to service termination.

## 12 EXCLUSIONS

12.1 This Policy shall not apply during any period where an emergency has been declared under the *Emergency Management and Civil Protection Act*.

## 13 RELATED DOCUMENTATION

13.1 *Integrated Accessibility Standards Regulation for Customer Service O.Reg. 191/11* made under the AODA, 2011

13.2 *Accessibility for Ontarians with Disabilities Act, 2005*

13.3 *Ontarians with Disabilities Act, 2001*

13.4 *Ontario Human Rights Code, 1962*

13.5 *Blind Persons’ Rights Act*



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**14 APPROVAL AUTHORITY**

<u>Council</u>	<u>N/A</u>	<u>Township Clerk</u>	<u>2023-02-06</u>
<b>Authority</b>	<b>By-law</b>		<b>Date</b>

**15 REVIEW AND REVISION HISTORY**

- 15.1 Reviewed by Denny Timm and Diane Moratto. Inserted into the new King Policy Template and updated wording in accordance with legislative changes. (2023-02-06)