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## POLICY STATEMENT

The Corporation of the Town of Grimsby (the “Town”) is committed to being responsive to the diverse needs of all its residents by striving to provide equal access to its programs, services and facilities, including people with disabilities.

## POLICY PURPOSE

The Town will develop policies, procedures and practices which address integration, independence, dignity and equal opportunity, in compliance with the *Accessibility for Ontarians with Disabilities Act (AODA)*, and to promote accessibility.

## SCOPE

This policy applies to the Council and staff of The Town, including volunteers, contractors, agents and any other people who interact with the public or other third parties, on behalf of The Town.

## PROCEDURES

### ASSISTIVE DEVICES

1. If a person with a disability requires assistive devices to access goods or services of The Town, they are allowed to use such devices. The Town provides assistive devices at some of its facilities.

### GUIDE DOGS, SERVICE ANIMALS

1. If a person with a disability is accompanied by a guide dog or other service animal, The Town will permit the person to enter the premises with the animal and keep it with him or her, unless the animal is otherwise excluded by law from the premises.
2. If the service animal or guide dog is excluded by law from the premises, The Town will look to other available measures to enable the person with a disability to obtain, use or benefit from The Town's goods and services.

### SUPPORT PERSONS

1. If a person with a disability is accompanied by a support person, they are permitted to enter the premises together and are not prevented from having access to each other while on the premises.
2. The Town may require a person with a disability to be accompanied by a support person while on its premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.
3. Where fees for goods and services are advertised or promoted by The Town, it will provide advance notice of the amount payable, if any, in respect of the support person.

### DISRUPTION OF SERVICES

1. If there is a disruption in a particular facility or service used to allow a person with a disability to access goods or services, The Town will give notice of the disruption to the public by posting the reason for the disruption, the anticipated duration of the disruption, and alternative facilities or services that may be available.
2. This posting will be in a conspicuous place on the premises of The Town, or by other reasonable methods in the circumstances. If the disruption is anticipated, The Town will provide a reasonable amount of advance notice of the disruption. If the disruption is unexpected, notice will be provided as soon as possible.

### ACCESSIBLE EMERGENCY INFORMATION

1. The Town is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary (upon request)

### KIOSKS

1. The Town will take the following steps to ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks.
  - a. The Town shall communicate with members of the Town of Grimsby's Accessibility Advisory Committee as well as other persons with disabilities as appropriate.

### EMPLOYMENT

1. The Town is committed to fair and accessible employment practices.
2. We will take the following steps to notify the public and staff that, when requested, The Town of Grimsby will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

3. Persons shall be made aware throughout the application, recruitment and interview process that The Town will provide accommodations, upon request, for persons with disabilities.
4. The Town will consult with the employee and any other appropriate persons and organizations to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.
5. We will gather and retain appropriate documentation to ensure the accessibility needs of employees with disabilities are taken into account if is using performance management, career development and redeployment processes.

## INFORMATION AND COMMUNICATION

1. The Town of Grimsby is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.
2. The Town will also take the necessary steps to make all new websites and content on those sites conform with WCAG 2.0, Level A.
3. The Town of Grimsby will take the necessary steps to ensure existing feedback processes are accessible to people with disabilities upon request.
4. The Town will take the necessary steps to make sure all publicly available information is made accessible upon request in alternate formats.
5. The Town will take the necessary steps to make all websites and content conform with WCAG 2.0, Level AA by January 1, 2021.

## PROCUREMENT

1. When procuring goods, services and facilities, Town of Grimsby will incorporate accessibility criteria and features. Where applicable, procurement documents will specify the desired accessibility criteria to be met and provide guidelines for the evaluation of proposals in respect of those criteria. Where it is impractical for The Town to incorporate accessibility criteria and features when procuring or acquiring specific goods, services or facilities, staff will provide a written explanation, on request.

## TRAINING

1. The Town will provide training regarding the provision of its goods and services to persons with disabilities. All Town employees, volunteers, agents, contractors and others who deal with the public or other third parties, and those involved in developing customer service policies, practices, and procedures, will receive Accessibility Awareness Training within six months of beginning their duties.
2. The Town will also provide ongoing training with respect to changes in its policies, practices, and procedures to those individuals who require such training as soon as practicable.
3. The Town will keep records of the training provided, including dates when training is provided and the number of persons trained.
4. Accessibility Awareness Training will include the following:
  - a. How to provide goods and services in a manner that respects the dignity and independence of persons with disabilities;
  - b. How to interact and communicate with persons in a manner that takes into account their disabilities;
  - c. The process for people to provide feedback to The Town, its provision of goods and services to persons with disabilities, and how The Town responds to the feedback and takes action on any complaint;
  - d. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog, service animal or a support person to access goods and services;
  - e. Information on other Town policies, practices, and procedures dealing with the AODA;
  - f. A review of the purposes of the AODA and the requirements of the customer service standard;

- g. How to use equipment or devices available on Town premises or provided by The Town that may assist the provision of goods and services;
- h. What to do if a person with a disability is having difficulty accessing The Town's goods and services.
- i. The process for persons with disabilities to access Personal Emergency Evacuation Plans upon request.
- j. Requirements under the Ontario Human Rights Code relating to persons with disabilities.

## FEEDBACK PROCESS

1. The public can provide feedback on the accessibility of the provision of goods and services by The Town of Grimsby through the Accessibility Advisory Committee, via the Town Clerk:
  - a. By mail or in person: 160 Livingston Ave., Grimsby, ON L3M 4G3
  - b. By phone: 905.945-9634
  - c. By website reporting: [www.grimsby.ca](http://www.grimsby.ca)
2. Feedback will be responded to within five business days of receipt by The Town.

## DEFINITIONS

### Assistive Devices

Auxiliary aids such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, or hearing aids)

### Disabilities

As per the Ontario *Human Rights Code*, "disability" means:

- a. any degree of physical disability, infirmity, malformation or disfigurement 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 co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b. a condition of mental impairment or a developmental disability,
- c. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d. a mental disorder, or
- e. an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; ("handicap")

### Persons with Disabilities

Individuals who are afflicted with a disability as defined under the Ontario *Human Rights Code*.

### Service Animals

Any animal individually trained to do work or perform tasks for the benefit of a person with a disability.

### Support Persons

Any person whether a paid professional, volunteer, family member, or friend who accompanies a person with a disability in order to help with communications, personal care or medical needs, or with access to goods and services.

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