

**Schedule “A” to By-Law 2025-12
Corporation of the Town of Englehart**

**Policy
Accessibility**

Authority:

Accessibility for Ontarians with Disabilities Act, 2005
Integrated Accessibility Standards Ontario Regulation 191/11
Ontario Human Rights Code

Approved by:

Council

Date Approved:

April 23, 2025

Amended/Revised:

1. Purpose

The Accessibility for Ontarians with Disabilities Act (“AODA”) seeks to ensure that all Ontarians have fair and equitable access to programs and services and to improve opportunities for persons with disabilities.

Organizations with fewer than fifty (50) employees are required to create accessibility policies and maintain these policies.

2. Policy Statement

The Town of Englehart 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 by meeting our accessibility requirements under Ontario’s accessibility laws.

3. Definitions

As per Ontario’s Accessibility for Ontarians with Disabilities Act (AODA) the following definitions apply.

“Assistive Devices”: Devices that people bring with them, such as walkers, magnifiers, or oxygen tanks. Assistive devices that the Town might provide may include assistive software for people with visual, hearing or mobility impairments or assistance from an employee.

“Barrier”: Anything that prevents a person with a disability from fully participating because of a policy, practice or barrier including physical, architectural, information or communications, attitudinal, and/or technological barrier.

“Disability”: Used in the Accessibility for Ontarians with Disabilities Act (AODA) and from the Human Rights Code and means any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and 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, a condition of mental impairment or a developmental disability, a learning disability, or a

dysfunction in one or more of the processes involved in understanding or using symbols or spoken language, a mental disorder, or an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

“Guide Dog”: A highly trained working dog that provides mobility, safety and increased independence for people who are blind.

“Service Animals”: Animals that are individually trained to perform tasks for people with disabilities, such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks. An animal is qualified to be a service animal if it is readily apparent the animal is used by the person for reasons relating to their disability; or the person provides a letter from a health care professional confirming the person requires the animal for reasons relating to the disability.

“Health Care Professional”: who can write the note include:

- audiologist or speech-language pathologist
- chiropractor
- nurse
- occupational therapist
- optometrist
- physician or surgeon
- physiotherapist
- psychologist
- psychotherapist or mental health therapist

“Support Person”: An individual hired or chosen to assist a person with a disability, to provide services or assistance with communication, mobility, personal care, medical needs, or access to services. This may be a professional, relative, volunteer or friend.

4. Principles - Accessibility for Ontarians with Disabilities Act (“AODA”)

The four (4) principles of the AODA are:

- *Dignity* – Treating people with disabilities with respect and not forcing them to accept lesser service, quality or convenience
- *Independence* – Ensuring people with disabilities can do things on their own without unnecessary help or interference from others
- *Integration* – Providing services in a way that allows people with a disability to benefit from the same services, in the same place and in the same or similar way as other people, unless an alternate measure is necessary to enable the person to access goods and services
- *Equal Opportunity* – Having the same chances, options, benefits and results as others. In the case of services, it means that people with disabilities have the same opportunity as others to benefit from the way goods and services are obtained. They should not have to make significantly more effort to access or obtain service or have to accept lesser quality or more inconvenience.

5. Responsibilities

It is the responsibility of the Town to *(not limited to the following)*:

- Train new and existing employees to accommodate individuals of all abilities
- Keep a written record of the training
- Welcome service animals and support persons on the premises
- Create accessible ways for people to provide feedback
- Provide publicly available emergency information, like evacuation plans or brochures, in an accessible format when asked.

It is the responsibility of all employees to *(not limited to the following)*:

- Permit persons with disabilities to use their own assistive devices on the premises
- Communicate with a person with a disability in a way that it will take into consideration their disability
- Accommodate a person with a disability and their service animal or support person, and arrange for a suitable meeting place
- Notify or post information about a planned or unexpected disruption of the facilities.

6. Accessibility Standards

The Town of Englehart's Accessibility Policy addresses the following Accessibility Standards:

6.1 Provision of Services – Accessible Customer Service

The Town will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the AODA principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all people receive the same value and quality
- Allowing individuals with disabilities to do things in their own way and at their own pace when accessing services as long as this does not present a safety risk
- Using alternative methods, when possible, to ensure that individuals with disabilities have access to the same services, in the same place and in a similar manner
- Taking into consideration individual needs when providing services; and
- Communicating in a manner that takes into consideration the individual's disability.

6.2 Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing information/services provided by the Town.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of information and/or services.

6.3 Guide Dogs and Service Animals

An individual with a disability that is accompanied by a guide dog or service animal will be allowed access to premises that are open to the public or/and utilized for the purpose(s) of conducting approved business (scheduled meetings, etc.).

Exclusion Guidelines:

If a guide dog or service animal is excluded by law (municipal by-laws governing banned breeds for example), the Town will offer alternative methods to enable the person with a disability to access information and/or services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

Care and Control of the Animal:

The individual that is accompanied by a guide dog and/or service animal is responsible for maintaining care and control of the animal at all times.

Allergies:

The Town will make all reasonable efforts to meet the needs of all individuals if a health and safety concern is present (i.e. severe allergy to the animal).

6.4 Support Persons

If an individual with a disability is accompanied by a support person, the Town will ensure that both persons can enter the premises together and that the individual is not prevented from having access to the support person.

There may be times where seating and availability prevent the individual and support person from sitting beside each other. In these situations, the Town will make every reasonable attempt to resolve the issue and accommodate all parties.

In situations where confidential information might be discussed, consent will be obtained from the individual and the support person (as circumstances dictate), prior to any conversation, meeting, information sharing taking place.

6.5 Employment

The Town will ensure that hiring practices are inclusive and accessible and will advertise all jobs which allow persons of all abilities to apply for vacant positions.

All job applications will be notified verbally or in writing of the availability of accommodations for applicants with a disability that may or may not be visible. Candidates will be informed that accommodations will be available upon request during the recruitment process, including interviews and throughout the recruitment cycle.

All successful candidates will be notified that policies and supports are in place for accommodating people with disabilities and individual accommodations plans can be implemented on a case-by-case basis.

6.6 Information and Communication

The Town will provide strive to provide accessible formats and communication supports where possible and upon request. The Town is committed to maintaining an accessible website that meets Website Content Accessibility Guidelines standards, ensuring that all visitors can easily navigate and access information.

6.7 Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of the Town. In the event of any temporary disruption (i.e. planned or unexpected elevator shut down) to the facilities or services that individuals with disabilities rely on to access or use services, reasonable efforts will be made to provide advance notice to the public. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

If a notification needs to be posted, the following information will be included unless it is not readily available or known:

- Services that are disrupted or unavailable
- Reason for the disruption
- Anticipated duration
- A description of alternative services or options.

When disruptions occur, the Town will post a notice in an obvious place, on a website and any other reasonable method under the circumstance.

6.8 Built Environment

All municipal facilities, public spaces and parking shall be designed and maintained to meet or exceed accessibility standards. Where necessary, we will make reasonable modifications.

All municipal facilities open to the public shall have emergency procedures accessible to employees and visitors with disabilities. Employees requiring assistance in the event of an emergency are encouraged to inform their supervisor so appropriate plans can be developed.

7. Employee Training

The Town will provide training to all employees including those who interact with stakeholders, suppliers and/or other third parties.

Training will include, but not limited to:

- An overview of the AODA and Human Rights Code
- Customer Service Standards Training
- How to interact and communicate with people with disabilities who use an assistive device, a service animal or require a support person
- Information of equipment or devices available on the premises that may help the provision of services to persons with disabilities

- What to do if a person with a disability is having difficulty in accessing services.

8. Feedback & Accessible Formats

The Town makes commitment to provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that considers the person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons.

The Town will consult with the person making the request in determining the suitability of an accessible format or communication support.

Individuals can provide feedback regarding how the Town provides services to people with disabilities by completing the Accessibility Feedback Form attached in Appendix A. Forms can be dropped off at Town Hall, mailed or e-mailed to the attention of the Clerk at the following address:

Clerk, Town of Englehart
Box 399
61 Fifth Avenue
Englehart, ON
P0J 1H0
admin@englehart.ca

All comments will be reviewed for improved services and responses can be expected within thirty (30) working days.

For more information on The Accessibility for Ontarians with Disabilities Act ("AODA") please visit [Accessibility for Ontarians with Disabilities Act \(AODA\)](#) or <https://www.ontario.ca/page/accessible-workplaces>