

The Corporation of the City of Kawartha Lakes

Council Report

Report Number CLK2018-006

Date: June 5, 2018
Time: 2:00 p.m.
Place: Council Chambers

Ward Community Identifier: All

Title: Accessibility Policy Update

Description: Accessibility for Ontarians with Disabilities Act (AODA), 2005

Author and Title: Barbara Condie, Accessibility Officer

Recommendation(s):

That Report CLK2018-006, **Accessibility Policy Update**, be received; and

That the amended **Accessibility Policy** provided in **Appendix A** to Report CLK2018-006, be approved.

Department Head:_____

Financial/Legal/HR/Other:_____

Chief Administrative Officer:_____

Background:

As per Ontario Integrated Accessibility Standards Regulation (IASR), enacted under the Accessibility for Ontarians with Disabilities Act (AODA), regulation number 191/11 states that:

3. (1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation.

(2) Obligated organizations, other than small organizations, shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies.

(3) Every obligated organization, other than a small organization, shall,

(a) prepare one or more documents describing the policies it developed under subsection (1); and

(b) make the documents publicly available and, on request, provide them in an accessible format.

At the Kawartha Lakes AAC meeting held on Thursday, April 19, 2019 the following recommendation received:

KLAAC2018-015

Moved By L. DaSilva

Seconded By D. Foster

That the Kawartha Lakes Accessibility Advisory Committee receive the draft City of Kawartha Lakes Accessibility Policy; and

That the Kawartha Lakes Accessibility Advisory Committee recommend that Staff forward the Draft City of Kawartha Lakes Accessibility Policy to Council for consideration and adoption.

Carried

Rationale:

Amendment of City Accessibility Policy is to reflect the changes introduced by the Province of Ontario on July 1, 2016 to the Accessible Customer Service Standard. After review of the required amendments to the existing policy the decision was to defer and align the release with the introduction of the renewed Municipal Accessibility Master Plan 2018-2023.

The **Draft Accessibility Policy** was introduced the same day as the draft Master Plan during working group meetings of the Kawartha Lakes AAC – Public Awareness and Public Spaces. The collection of comments from committee members and suggested changes went into the final draft.

The CAO and Senior Management Team and the AODA Staff Team have provided their review, suggested amendments and approval of the content.

Amendments to the original Accessibility Policy included the following:

- **physician or nurse** has been changed to **regulated health professional** to provide a wider list of professionals that can provide a letter of the requirement of a service animal;
- The inclusion of the statement under Support Person: After consultation with the person with a disability to understand their needs, the City of Kawartha Lakes may require that a support person accompany a person with a disability if there is no other reasonable way to protect the health or safety of the person or others on the premises.

The updated City Accessibility Policy is attached as **Appendix A**.

Standard Operating Procedures involving Customer Service Feedback, Assistance of a Service Animal, Assistance of a Support Person and Notice of Temporary Service Disruption currently are under review and will be amended and reinstated under the current Management Directive format. An Accessible Formats and Communication Supports Management Policy established in 2014 will also go under the same review, amendment and format change in the near future.

Management Directives continue to evolve as necessary to incorporate the requirements of the legislation and move the organization in the direction of the corporate accessibility vision to “**Become one of the most accessible, inclusive communities in Ontario**”. An Accessible Buildings and Outdoor Spaces Management Directive and accompanying Facility Accessibility Design Standards (FADS) has been approved by the CAO and Senior Management Team and is ready to be signed and released as one of the City’s most current directives.

Other Alternatives Considered:

To develop, implement and maintain an Accessibility Policy is a legislative requirement of section 3 of the Integrated Accessibility Standards Regulation.

Financial/Operation Impacts:

Adoption of the Accessibility Policy will not have direct financial implications. Meeting the legislative requirements of the Accessibility Policy is addressed through the annual budget process by each City Department.

Relationship of Recommendation(s) To The 2016-2019 Strategic Plan:

The Accessibility Policy and Policy Statement affirms the City's commitment to providing a welcoming, accessible and inclusive environment for all persons with disabilities that is respectful to the four key people principles of dignity, independence, integration and equal opportunity. The Policy directly aligns with identifying strategic priorities and opportunities for improving accessibility in Goal 2 – An Exceptional Quality of Life.

Consultations:

Kawartha Lakes AAC
CAO and Senior Management
AODA Staff Team

Attachments:



Accessibility
Policy.docx

Department Head E-Mail: critchie@kawarthalakes.ca

Department Head: Cathie Ritchie, City Clerk

Department File: