



Township of East Zorra-Tavistock

Accessibility Policy

Title: Accessibility Policy	
Section: Accessibility	Number: AP-01
Version: 1.0	Review Frequency: as required
Approved by: Council	Approval Date: 2013-12-18
Application: All employees, volunteers and service providers.	
Notes:	

POLICY STATEMENT

1. The Township of East Zorra-Tavistock is committed to providing equal treatment to people with disabilities with respect to the use and benefit of Township services, programs, goods and facilities in a manner that respects their dignity and that is equitable in relation to the broader public. This commitment extends to residents, visitors and employees with visible or non-visible disabilities.

PURPOSE

2. This policy is intended to provide the overarching framework to guide the review and development of other Township of East Zorra-Tavistock policies, standards, procedures, By-laws and guidelines to comply with the standards developed under the Accessibility for Ontarians with Disabilities Act 2005, S.O. 2005, c. 11.(AODA). The Township is a small (1-49 employees) Public Sector Organization.

APPLICATION

3. This Policy applies to all Township employees, volunteers, and to any individual or organization that provides goods, services or facilities to the public or other third parties on behalf of the Township, in accordance with the legislation.

PRINCIPLES

4. Township services, programs, goods and facilities, are to be available to people with disabilities in a manner that:
 - Is free from discrimination;

- Reflects the principles of dignity and independence;
- Seeks to provide integrated services;
- Provides an opportunity equitable to others to obtain, use and benefit from the goods or services; and
- Takes into consideration a person's disability.

RESPONSIBILITIES

5. The CAO is responsible for reviewing this Policy annually and recommending amendments to ensure on-going compliance with regulated accessibility standards and legislated obligations. The CAO or designate shall:
 - provide advice and direction on the implementation of this Policy.
 - Collecting information about requests and feedback from departments;
 - Monitoring compliance with this procedure on an annual basis; and
6. Managers and Supervisors are responsible for:
 - Ensuring that they and their staff are familiar with and comply with this Policy.
 - Creating and maintaining service free from discrimination toward persons with disabilities;
 - Budgeting for the costs associated with accessible formats and
 - communication supports of materials originating from their departments; and
 - Monitoring situations where requests for accessible formats and communication supports have not been provided and determine ways to make the information more convertible in the future.
 - Ensuring employees are aware of this procedure and are logging requests and feedback that are received by their departments with the Clerk's Department;
 - Tracking costs associated with requests;
 - Ensuring employees are providing residents with the requested accessible format and communication support;
 - Ensuring that staff provide residents with an explanation as to why information or communications are unconvertible; and
 - Overseeing the provision of a summary of the unconvertible information or communication support to the resident.

ESTABLISHMENT OF ACCESSIBILITY PLANS AND POLICIES

7. The Township shall produce a Multi-Year Accessibility Plan. The plan will be posted on the Township's website and shall be made available in an accessible format and with communication supports, upon request. Progress on the plan will be provided to Council annually. The Accessibility Plan shall be reviewed and, if necessary, updated at least once every five (5) years.

The Township of East Zorra-Tavistock maintains policies governing how the Township shall meet its requirements under AODA, and the Township will provide policies in an accessible format, upon request.

TRAINING

8. All Township employees, volunteers and third parties providing goods and services on the Township's behalf shall be required to undergo training on the requirements of AODA Accessibility Standards and on the Human Rights Code as it pertains to persons with disabilities. The training provided shall be appropriate to the duties of the employee, volunteer or third party. Training shall take place as soon as is practicable and upon completion, the Township shall keep a record of the training provided including the dates on which accessibility training took place.

FEEDBACK

9. Feedback on how services were delivered to people with disabilities shall be invited, forwarded to the appropriate personnel, responded to, documented and tracked. Feedback shall be collected by phone at 519-462-2697, by e-mail to ezt@ezt.ca and in person at any of the Township's service locations. Feedback shall be accepted in accessible formats and with other communication supports as required. Feedback given to any Township service locations, person or department shall be forwarded to the Clerk's Department who shall investigate the feedback with the appropriate Department Head and ensure that the person who provided the feedback receives a response within seven days.
10. Documentation that describes this Policy and each of its requirements shall be maintained on the Township's website at www.ezt.ca and provided to individuals, upon request, in the appropriate format or communication support.