



Township of East Garafraxa

Department / Division: Township of East Garafraxa

Date of Issue: Dec. 13, 2016

Subject: Accessible Information and Communications

Background

The Township of East Garafraxa is obligated to develop an Accessible Information and Communications policy under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

Purpose

The purpose of this business practice is to create the framework within which accessibility plans and initiatives are to be created in order to move the Township of East Garafraxa towards the goal of improved accessibility for people with disabilities, specifically with regard to the information and communications standard in the Integrated Regulation.

Business Practice

The Township of East Garafraxa is committed to working towards being compliant with the information and communications standard under the AODA as they are introduced and become law.

The Township of East Garafraxa is committed to excellence in serving everyone including persons with disabilities. When providing information to, or communicating with, a person with a disability, we will provide the information and communication in a manner that takes into account the person's abilities as provided in the customer service standard and under the Integrated Regulation.

The Township of East Garafraxa is committed to ongoing improvements to the accessibility of its information and communication systems offered to the public, employees, contractors and volunteers.

The Township of East Garafraxa is committed to promoting values that support relationships between people with disabilities and the Township of East Garafraxa.

The Township of East Garafraxa is committed to meeting alternative format requests in a timely fashion that is appropriate to the situation.

The Township of East Garafraxa will identify, remove and prevent barriers to access of information and communications of the Township of East Garafraxa.

The Township of East Garafraxa will provide or make arrangements for accessible formats and information and communication supports when a person with a disability requests them.

The Township of East Garafraxa will make accessible formats and communications supports available in a timely manner and at no additional cost other than the regular price charged to everyone for the same information.

This policy is available in an alternative format upon request.



Township of East Garafraxa

Department / Division: Township of East Garafraxa

Date of Issue: Dec. 13, 2016

Subject: Accessible Information and Communications

The Township of East Garafraxa will conform to the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0 as outlined in the Information and Communications Standard for accessible websites and web content.

The Township of East Garafraxa will ensure that emergency procedures, plans or public safety information meet the needs of persons with disabilities.

The Township of East Garafraxa will provide emergency procedures, plans or public safety information in an accessible format or with communications supports on request.

The Township of East Garafraxa will notify the public of the availability of accessible information and communications.

The Township of East Garafraxa will ensure that it has a process for receiving and responding to feedback that is accessible to persons with disabilities.



Township of East Garafraxa

Department / Division: Township of East Garafraxa

Date of Issue: Dec. 13, 2016

Subject: Accessible Formats

Background

The Township of East Garafraxa is obligated to develop an Accessible Information and Communications policy under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

Purpose

The purpose of this business practice is to address how, in a timely manner, the Township of East Garafraxa will ensure all information and methods of communications to and from a person will be designed to be accessible to everyone.

Business Practice

The Township of East Garafraxa will provide or arrange for the provision of accessible formats and communications supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs upon request.

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

The Township of East Garafraxa will notify the public about the availability of accessible formats and communications supports in publicly accessible spaces as well as on the Township of East Garafraxa website.

This policy is available in an alternative format upon request.



Township of East Garafraxa

Department / Division: Township of East Garafraxa

Date of Issue: Dec. 13, 2016

Subject: Feed Back Process

Background

The Township of East Garafraxa is obligated to develop an Accessible Feed Back Process under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

Purpose

The purpose of this business practice is to address how, in a timely manner, the Township of East Garafraxa will ensure that anyone, including people with disabilities, can provide feedback to the Township of East Garafraxa.

Business Practice

A notice inviting the public to provide feedback on service delivery to persons with disabilities will be posted at a prominent place at each Township of East Garafraxa site, as well as on the Township of East Garafraxa website. Comments and complaints may be received in person, by telephone, online or in an alternative format. While there may be some overlap between a comment (feedback) and a complaint, each will be dealt with separately using different forms. These forms, the "Accessible Customer Service Feedback Form" and the "Accessible Customer Service Complaint Form", will be kept in a designated area at each Township of East Garafraxa site. All complaints, regardless of how insignificant they may appear to be, will be documented on the "Accessible Customer Service Complaint Form" and dealt with in accordance with the procedural guidelines outlined below.

Procedure

- A staff member receives feedback or a complaint about the service provided to a person with a disability. There may be some discussion to clarify the issue or to resolve it if it is a complaint.
- The person will be asked to complete the relevant form. The staff member may assist, if necessary.
- If the person refuses to include personal information, write "refused" across the top of the page and inform the person that we will not be able to inform them about the outcome/action taken.
- The form will be forwarded to the appropriate Township of East Garafraxa manager or supervisor for review and action/resolution.
- The person will be notified by the appropriate Township of East Garafraxa manager or supervisor of the action/resolution.
- A copy of the completed "Accessible Customer Service Feedback Form" or "Accessible Customer Service Complaint Form" including documentation of the outcome/action taken will be forwarded to the Clerk's Office. The original form will remain with the manager or supervisor at the respective Township of East Garafraxa site.

This policy is available in an alternative format upon request.



Township of East Garafraxa

Department / Division: Township of East Garafraxa

Date of Issue: Dec. 13, 2016

Subject: Emergency response procedures, plans or public safety information

Background

The Township of East Garafraxa is obligated to develop an Emergency response procedures, plans or public safety information policy under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

Purpose

The purpose of this business practice is to ensure that the Township of East Garafraxa makes its emergency response procedures, plans and public safety information available in an accessible format or with appropriate communication supports.

Business Practice

The Township of East Garafraxa will provide or make arrangements for accessible formats and information and communication supports of the emergency response plan and safety information when a person with a disability requests them.

The Township of East Garafraxa will make accessible formats and communications supports for emergency response plans and safety information available in a timely manner and at no additional cost greater than the regular price charged to everyone for the same information.

The Township of East Garafraxa will notify the public about the availability of the accessible emergency response plan and safety information by including a statement in the plan itself as well as on the Township of East Garafraxa website.

The Township of East Garafraxa will ensure that all staff involved in assisting people with disabilities during an emergency response do so in a safe manner. Staff must also ensure that the environment, equipment, information and communications and tools used during the emergency response are safe, current and in good working condition.

The Township of East Garafraxa will ensure that all emergency responders have completed the **Accessible Customer Service for Emergency Responders** (EM 131) self-directed course offered by the Office of the Fire Marshal and Emergency Management.

This policy is available in an alternative format upon request.



Township of East Garafraxa

Department / Division: Township of East Garafraxa

Date of Issue: Dec. 13, 2016

Subject: Accessible Website

Background

The Township of East Garafraxa is obligated to develop an Accessible website and web content policy under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

Purpose

The purpose of this business practice is to ensure that the Township of East Garafraxa will achieve an accessible website and web content through meeting the requirements under the Information and Communications Standard.

Business Practice

The Township of East Garafraxa is committed to the process of providing online information and communications and services that are accessible to all. This includes working with web designers, hosts and IT professionals to:

- Identify, remove and prevent barriers to access of online information and communications systems.
- Create, provide and receive information and communications in ways that are accessible for people with disabilities.
- Provide or make arrangements for accessible formats and information and communications supports when a person with a disability requests them.
- Make accessible formats and communication supports available in a timely manner and at a cost not more than the regular price charged to everyone for the same information.
- Conform to the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0 for accessible website and web content.
- Notifying members of the public about the availability of accessible information and communications.
- Providing a feedback process to the public.

The Township of East Garafraxa will create a Web Accessibility Committee with representatives from administration, web developers, technical support and information technology.

The Township of East Garafraxa will plan how to achieve accessibility, including assessing and testing the website for barriers.

The Township of East Garafraxa will implement the appropriate solutions and guidelines to remove those barriers discovered by the Web Accessibility Committee.

This policy is available in an alternative format upon request.



Township of East Garafraxa

Department / Division: Township of East Garafraxa

Date of Issue: Dec. 13, 2016

Subject: Accessible Website

The Township of East Garafraxa will advise the public of the steps taken to remove any barriers to accessibility on the Township of East Garafraxa website.

The Township of East Garafraxa will ensure that the appropriate staff are trained on the policies, practices and procedures for web accessibility.



Township of East Garafraxa

Department / Division: Township of East Garafraxa

Date of Issue: Dec. 13, 2016

Subject: Accessible Public Libraries

Background

The Township of East Garafraxa is obligated to develop an Accessible Public Libraries policy under Ontario Regulation 191/11 the *Integrated Accessibility Standard* which is part of the *Accessibility for Ontarians with Disabilities Act (AODA)*. This regulation establishes accessibility standards for information and communications, employment, transportation and the built environment for public spaces.

Purpose

The purpose of this business practice is to ensure that libraries in the Township of East Garafraxa provide, procure or acquire by other means an accessible or conversion ready format of print, digital or multimedia resources or materials for people with disabilities.

Business Practice

The Township of East Garafraxa will ensure that the libraries in its municipality will provide access to or arrange for accessible materials where they exist.

The libraries will inform the public about the availability of accessible materials. Upon request, information must be provided in an accessible format or with suitable communication supports.

The libraries may, at their discretion, provide accessible formats for archival materials, special collections, rare books and donations.