

Corporate Policy

Subject: Accessibility

Policy Statement:

The Corporation of the Town of Caledon (hereinafter referred to as the Town) 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.

The Town believes 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 and the Municipal Elections Act, as amended.

The Town, through the development of policies and procedures will endorse accessibility and ensure the needs of those with disabilities are accommodated. Consideration will be given to ensure all policies and procedures support independence, dignity, integration and equal opportunity. All services shall be delivered in a timely manner required of the nature of the service and if special accommodations need to be made.

Scope:

This policy is applicable to all Town staff, members of Council, volunteers and any contracted services or agents acting or performing works on behalf of the Town, including but not limited to individuals hired for election purposes.

Purpose:

This policy, in accordance with Ontario's accessibility laws and the Municipal Elections Act, as amended, demonstrates commitment to ensuring all persons with disabilities are given equal opportunities to the goods and services offered by the Town.

The established procedures shall ensure compliance by recognizing the use of assistive devices, support persons, service animals, an accessible feedback process, availability of documents in an alternate format, notice of service disruptions and applicable accessibility training.

The Town shall incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.

Training

The Town is committed to training staff and volunteers in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities. We will train our employees and volunteers on accessibility as it relates to their specific roles.

Procurement

The Town will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, including self-serve kiosks. If it is not possible and practical to do so, we will provide an explanation upon request.

Self-service kiosks

The Town will incorporate accessibility features/consider accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.



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Information and communications

The Town will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports. We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Employment

The Town will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring. We will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees. Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. Our performance management, career development and redeployment processes will take into account the accessibility needs of all employees.

Design of Public Spaces

The Town will meet accessibility laws when building or making major changes to public spaces. Public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas like rest stops or picnic areas
- Outdoor play spaces, like playgrounds in provincial parks and local communities
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off-street parking
- Accessible on-street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

The Town will put procedures in place to prevent service disruptions to our accessible parts of our public spaces.

Transportation

In addition to its corporate accessibility plan, all public transit services within the Town will include and incorporate consideration of accessibility planning. The planning will outline measures to identify, remove, and prevent barriers to persons with disabilities. The planning will be reviewed annually to ensure services meet the needs of persons with disabilities.

Changes to existing policies

The Town will modify or remove an existing policy that does not respect and promote the dignity and independence of people with disabilities.

Contact

The Town of Caledon is committed to providing quality goods and services which are accessible to all persons we serve. Questions about the Town's accessibility program and to request this and other documents in an alternate format, please contact Service Caledon at info@caledon.ca or by calling 905.584.2272.



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