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TAB: CORPORATE ADMINISTRATION
SECTION: PROVISION OF CITY SERVICES
SUBJECT: ACCESSIBILITY

POLICY STATEMENT – STATEMENT OF COMMITMENT

The City of Mississauga is committed to implementing, maintaining and enhancing accessibility with respect to employment and the use of all City goods, services, programs and facilities in a timely manner for all persons with disabilities in a manner that:

- respects their dignity and independence;
- ensures reasonable efforts are made to provide an opportunity equal to that given to others; and
- allows persons with disabilities to benefit from the same services, in the same place, and in a similar way to others, to the greatest extent possible.

PURPOSE

The purpose of this policy is to outline the requirements developed under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), specifically Ontario Regulation 429/07, the Accessibility Standards for Customer Service and Ontario Regulation 191/11, the Integrated Accessibility Standards (IASR), which establishes the accessibility standards pertaining to information and communications, employment and transportation, as well as additional general requirements that the City must comply with.

This policy will provide the framework for compliance with the requirements. All City Corporate Policies and Procedures, by-laws standards and guidelines must comply with the standards developed under the AODA.

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LEGISLATIVE REQUIREMENTS

The Accessibility for Ontarians with Disabilities Act, 2005 requires organizations to establish policies, practices, and procedures, in accordance with the compliance dates set out in Appendix 1 of this policy, governing how the organization will achieve accessibility through meeting its requirements under the Regulations.

The requirements set out in the AODA Regulations are not a replacement or a substitution for those established under the *Human Rights Code*, nor do the standards limit any obligations owed to persons with disabilities under any other legislation.

SCOPE

This policy applies to the employment life cycle and the provision of goods, services or facilities to employees and members of the public or other third parties by, or on behalf of, the City of Mississauga.

This policy and its related procedures apply to all staff, elected officials, citizen members of committees and volunteers acting on behalf of the City of Mississauga or third parties who are responsible for delivering services to employees, members of the public or other third parties, unless otherwise stated.

DEFINITIONS

The definitions used in this policy are based on the definitions provided in the AODA.

Accessible Formats

“Accessible Formats” may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.

Assistive Devices

“Assistive Devices” means technical aids, communication devices, or medical aids modified or customized for use in increasing, maintaining or improving the functional ability of a person with a disability and may include, but are not limited to,

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	<p>wheelchairs, walkers, white canes used by people who are blind or who have low vision, note taking devices, portable magnifiers, recording machines, assistive listening devices, personal oxygen tanks and devices for grasping. Assistive Devices may accompany the customer or already be on the premises, and are used to assist persons with disabilities in carrying out activities or in accessing the services provided by the City of Mississauga.</p>
Bus	<p>“Bus” means a motor vehicle designed for carrying 10 or more passengers, and used for the transportation of persons.</p>
Career Development and Advancement	<p>“Career Development and Advancement” means the provision of additional responsibility within an employee’s current position or movement from one job to another within the organization that may be higher in pay, provide greater responsibility, or be at a higher level in the organization.</p>
Communication Supports	<p>“Communication Supports” may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, assistive listening devices (ALD), American Sign Language (ASL) interpreters and other supports that facilitate effective communications.</p>
Conventional Transportation Services	<p>“Conventional Transportation Services” means any public passenger transportation services on transit buses, motor coaches or rail-based transportation that operate solely within the Province of Ontario and that are provided by a designated public sector transportation organization.</p>
Disability	<p>“Disability” is defined by the Ontario <i>Human Rights Code</i> and the AODA as:</p> <ul style="list-style-type: none">• any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree

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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*.

Performance Management

“Performance Management” means a program that defines and assesses employee performance, productivity, and effectiveness, with the goal of facilitating employee success.

Redeployment

“Redeployment” means assignment of an employee to another job or department within the organization as an alternative to layoff, when a particular job or department within the organization has been down-sized or eliminated.

Service Animal

An animal is a “Service Animal” if it is readily apparent that the animal is used by a person with a disability for reasons relating to his or her disability, for example a guide dog wearing a harness. If it is not readily apparent that the animal is a Service Animal, then a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability is required.

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Support Person “Support Person” means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

Taxicab “Taxicab” means a motor vehicle as defined in the *Highway Traffic Act*, other than a car pool vehicle, having a seating capacity of not more than six persons, exclusive of the driver, hired for one specific trip for the transportation exclusively of one person or group of persons, one fare or charge only being collected or made for the trip and that is licensed as a taxicab by a municipality.

COMPLIANCE City staff will comply with the requirements of the AODA in accordance with the requirements outlined below under the headings “Ontario Regulation 429/07, Customer Service Standards”, and “Ontario Regulation 191/11, Integrated Accessibility Standards”. Staff with direct responsibility for any of the requirements of the Regulations shall receive training appropriate to their duties.

ONTARIO REGULATION 429/07 - CUSTOMER SERVICE STANDARDS

1. Use of Assistive Devices

- 1.1 A person with a disability must be permitted to enter the premises with the device and to utilize the device, unless excluded by law.
- 1.2 Where excluded by law, staff must provide an explanation and other arrangements must be explored in order to provide service.
- 1.3 Assistive Devices that are available for access to specific services and programs must be kept in good working order and appropriate staff must know how to use the equipment or devices.

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1.4 The public must be informed of their availability.

2. Use of Service Animals

2.1 Care and control of Service Animals are the responsibility of the person using them.

2.2 A person with a disability must be permitted to enter those areas of the premises that are open to the public or third parties with the Service Animal and to keep the animal with him or her unless otherwise excluded by law from the premises (e.g. animals are not allowed in places where food is manufactured, prepared, or processed).

2.3 Where excluded by law, or where the Service Animal may affect the health and safety of other customers, other arrangements must be explored in order to meet the needs of both customers while providing service to the person with a disability.

3. Use of Support Persons

3.1 If assisted by a Support Person, the person with a disability must not be prevented from having access to the Support Person.

3.2 If a participant fee is charged (e.g. admission or registration fee) departments must clearly post advance notice of the amount, if any, payable by the accompanying Support Person.

3.3 A person with a disability may be required to be accompanied by a Support Person if it is the only means available to allow the person to access the provider's goods or services and, at the same time, protect the health and/or safety of the person with a disability or others on the premises.

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4. Notice of Temporary Disruptions

- 4.1 Notice of the disruption must be provided to the public in a timely manner.
- 4.2 Notice must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.
- 4.3 Notice will be given by posting the information at a conspicuous place on the premises (on doors, at service counters, on bulletin boards, etc.), by posting it on the City's website, or by such other method as is reasonable in the circumstances.

5. Notice of Availability of Documents

- 5.1 The City will provide notice to the public that this policy and any documents that describe practices and procedures with respect to the Regulations are readily available in an alternative format upon request.
- 5.2 Notice will be posted at a conspicuous place (e.g. the City's external web site).

ONTARIO REGULATION 191/11 - INTEGRATED ACCESIBILITY STANDARDS

1. General Requirements

- 1.1. Establish accessibility policies - develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in the Regulation.
- 1.2 Establish accessibility plans - establish, implement, maintain and document a multi-year accessibility plan and review it every five years. Progress on the plan will be provided annually to the Mississauga Accessibility Advisory Committee and Council.

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- 1.3 Procurement - incorporate accessibility criteria and features, except where it is not practicable to do so. If not practicable, the City shall provide an explanation, upon request.
- 1.4 Incorporate accessibility features when designing, procuring or acquiring self-service kiosks (interactive electronic terminals, including point-of-sale devices), intended for public use that allow users to access services and/or products.
- 1.5 Provide training on the requirements of the AODA Regulations and on the *Human Rights Code* as it pertains to persons with disabilities.

2. Information and Communications Standards

- 2.1 Upon request, provide or arrange for the provision of Accessible Formats and Communication Supports for persons with disabilities in a manner that takes into account the person's accessibility needs and at a cost that is no more than the regular cost charged to other persons, including:
 - 2.1.1 the processes for receiving and responding to feedback - forward feedback to the applicable department or section for action (e.g. rectify a physical barrier); respond in a timely manner and copy the City's Accessibility Coordinator; if the resolution involves multiple steps or is lengthy, provide updates
 - 2.1.2 information (text, audio, digital or images) available to the public regarding emergency procedures, plans or public safety information
 - 2.1.3 accessible websites and web content - web content must conform to the Worldwide Web Consortium's Web Content Accessibility

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Guidelines (WCAG), in accordance with the Regulations' timelines

- 2.1.4 public libraries - provide access to or arrange for the provision of access to accessible materials where they exist

3. Employment Standards

- 3.1 The Employment Standards requirements do not apply to volunteers and other unpaid individuals.
- 3.2 Recruitment process – notify employees and the public about the availability of accommodation for applicants with disabilities during the assessment or selection process.
- 3.3 Notify successful applicants of City policies and any other additional supports pertaining to the accommodation of employees with disabilities.
- 3.4 Consult with employees, upon request, to provide or arrange for the provision of accessible formats and communication job supports that meet their accessibility needs.
- 3.5 Provide individualized workplace emergency response information to employees whose disability is such that it is necessary and the City is aware of the need for accommodation. Provide this information, with the employee's consent, to the person designated to provide assistance. Review this information when the employee moves to a different location, when the employee's overall accommodations needs or plans are reviewed and when the City reviews its general emergency response plans.

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- 3.6 Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. Include individualized workplace emergency response information, if requested.
- 3.7 Develop and have in place a return to work process for employees who have been absent due to a disability and require disability-related accommodations in order to return to work.
- 3.8 Performance Management - take into account the accessibility needs of employees with disabilities, as well as documented individual accommodation plans.
- 3.9 Career Development and Advancement or Redeployment - take into account the accessibility needs of employees with disabilities, as well as documented individual accommodation plans.
4. Transportation Standards - Mississauga is a provider of Conventional Transportation Services (Buses) and Taxicab licences only.
 - 4.1 Make current information on accessibility equipment and features of vehicles, routes and services available to the public.
 - 4.2 Take reasonable steps to accommodate persons with disabilities if the accessibility equipment on a vehicle is not functioning.
 - 4.3 Conduct employee and volunteer accessibility training related to the standards' requirements and keep a record of the training.

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- 4.4 Hold at least one annual public meeting involving persons with disabilities.
 - 4.5 Establish, implement, maintain and document emergency preparedness and response policies that provide for the safety of persons with disabilities.
 - 4.6 Fares for persons with disabilities cannot exceed normal fares. If a Support Person travels with a person with a disability, only a single fare is required.
 - 4.7 Identify the process for managing, evaluating and taking action on customer feedback in accessibility plans.
 - 4.8 General responsibilities, upon request - deploy accessible devices; allow adequate boarding/deboarding time; assist with safe storage of mobility aids/mobility assistive devices.
 - 4.9 Transit stops - ensure that persons with disabilities are able to board/deboard a transportation vehicle at the closest available safe location, if the official stop is not accessible and the safe location is along the same transit route.
 - 4.10 Ensure that Assistive Devices are stored in the passenger compartment within reach of the person with the disability who uses the aid or device.
 - 4.11 Priority seating - ensure that there is clearly marked priority seating for persons with disabilities.
 - 4.12 Service disruptions - when aware in advance, make alternate accessible arrangements known as soon as possible.

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- 4.13 Announcements - pre-boarding announcements (on request) of the route, next stop, etc.; onboard audible verbal announcement of all destination points is required.
 - 4.14 Technical requirements – grab bars; safe, non-slip surfaces and steps; storage for Assistive Devices; stop-requests and emergency response controls; suitable lighting and signage; indicators and alarms (refer to Regulation 191/11 for complete details).
 - 4.15 Consult with the Accessibility Advisory Committee of Council (AAC) in the development of accessible design criteria for bus stops and shelters.
 - 4.16 Taxicabs
 - 4.16.1 consult with the AAC to determine the proportion of on-demand accessible Taxicabs required in the community
 - 4.16.2 ensure higher fares for persons with disabilities are not charged
 - 4.16.3 ensure a fare for the storage and transportation of Assistive Devices is not charged
 - 4.16.4 place vehicle registration and identification information on the rear bumper of the Taxicab and make the information available in alternative formats, upon request.

FRAMEWORK FOR COMPLIANCE

The City of Mississauga is committed to removing and preventing barriers for persons with disabilities. The City meets the requirements of the Regulations through the following methods, processes and actions:

1. Strategic Plan - The City of Mississauga's Strategic Plan defines the City's priorities, processes, and short and long-

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term plans and prioritizes budget and resource allocations. One of the Plan's key Strategic Goals is to Ensure Affordability and Accessibility "to provide a range of affordable and accessible housing, transit and service options."

2. City of Mississauga's Official Plan - The Official Plan ensures that all changes within the urban environment will be considered for their capacity to create successful places where all people will collectively thrive.
3. City of Mississauga Accessibility Plan – available to the public on the City's external website and filed annually, the plan identifies barriers to persons with disabilities and the initiatives the municipality will take for the removal of those barriers.
4. MiWay – the new Mississauga Transit's Accessibility Plan - This report provides an annual update on activities MiWay has undertaken to meet the goal of improving accessibility in its services and facilities. The Plan is in conformance with the requirements of the AODA and related Regulations and is available to the public on the City's external website. Policy review is an ongoing action item in the MiWay Transit Accessibility Plan.
5. Mississauga Accessibility Advisory Committee (AAC) - The AAC, an advisory committee to Council, makes recommendations and advises and assists the City in promoting and facilitating a barrier-free Mississauga for citizens of all abilities (universal accessibility), including persons with disabilities. A majority of the members of the AAC are persons with disabilities.
6. The City of Mississauga incorporates accessibility into its

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By-Laws and Corporate Policies. Examples of By-Laws and Policies with reference to accessibility planning include:

By-Laws

- Accessible Parking By-Law 134-83
- Parks By-Law 186-05
- Public Vehicle Licensing By-Law 420-04
- Purchasing By-Law 374-06
- Traffic By-Law 550-00
- Transit By-Law 425-03

Policies

Human Resources:

- Candidate Selection Process
- Job Postings and Advertisements
- Occupational Health and Safety Program
- Position Authorization
- Rehabilitation and Placement of Disabled Employees
- Salary Administration

Corporate Administration:

- Access to and Acceptable Use of Information Technology Resources
- Documentation Standards
- Employee Records
- Provision of Audio Visual Equipment

Note: All Corporate Policies, regardless of whether or not they specifically address accessibility, are reviewed with an accessibility lens.

7. Training - The following persons shall receive training appropriate to their duties on the requirements of the Regulations and on the *Human Rights Code* as it pertains to persons with disabilities:
 - (a) all employees and volunteers;

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- (b) all persons who participate in developing the organization's policies; and
- (c) all other persons who provide goods, services or facilities on behalf of the organization.

Training must be provided as soon as practicable and on an ongoing basis in connection with changes to the policies, practices and procedures governing the Regulations. The City will maintain records of the training provided, including the dates and the number of individuals to whom it was provided.

8. Transportation and Works Operator Standard Practice Instruction Manual – The Manual, comprised of a series of standard operating procedures for transit employees, outlines the requirements of the AODA and related Regulations and how the requirements will be met.
9. Procurement Request Form (PRF) and Contract Managers Guidebook – The Guidebook includes a checklist to ensure accessibility considerations and requirements are part of the procurement cycle, including the planning and document development stages.
10. City of Mississauga Accessibility Design Handbook - In recognition of the diverse needs of employees, residents and visitors to the City, the mandate of the Accessibility Design Handbook is to outline design criteria which are intended to generate built environments that are more inclusive. The City recognizes that the application of the criteria is dependent on the ability of the City to apply the criteria in compliance with legislation such as the *Ontario Building Code* and the *Planning Act*.

REFERENCE:

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LAST REVIEW DATE:

CONTACT:

For more information on Accessibility in the City contact the Accessibility Coordinator, Facilities and Property Management, Corporate Services Department.

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Appendix 1 – Mandatory Compliance Timelines

The requirements of the Integrated Accessibility Standards Regulation 191/11 (IASR) are organized in the following chart in order of compliance deadline (year and month). The numbers that appear before each item (e.g. 13 – Emergency Procedures; 35 – Non Functioning Equipment) represent the specific section of the IASR that outlines that requirement.

Integrated Accessibility Regulation – 191/11 Compliance Timeframes for Large Public Sector Organizations				
Year	General	Information & Communication	Employment	Transportation
2011 July				35 – Non Functioning Equipment 39 – Transition Existing Contracts 40 – Transition Existing Vehicles 46 – Fares 48 – Storage of Mobility Aids 51 – Pre-boarding Announcement 52 – On-board Announcements 68 – Origin to Destination Services
2012 Jan 1		13 – Emergency Procedures	27 – Workplace Emergency Response Information	34 – Availability of Equipment 37 – Emergency Preparedness 44 – General Responsibilities 47 – Transit Stops 48 – Storage of Mobility Aids 49 – Courtesy Seating 74 – Companions 80 – Taxi cabs
2013 Jan 1	3 -Accessibility Policies 4 -Accessibility Plans 5 – Procurement 6 - Kiosks	19 – Public Libraries		41 – Accessibility Plans – Conventional 42 – Accessibility Plans – Specialized 43 – Accessibility Plans – both 45 – Alternative Method of Transportation 50 – Service Disruptions 53 – Grab Bars 54 – Floors 55 – Allocated Spaces 56 – Stop Requests 57 – Lighting 58 – Signage 59 – Lifting Devices 60 – Steps 61 – Indicators

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Integrated Accessibility Regulation – 191/11 Compliance Timeframes for Large Public Sector Organizations				
Year	General	Information & Communication	Employment	Transportation
				62 – Accessible Rail Cars 66 – Fare Parity (single provider) 67 – Visitors Policy 69 – Coordinated Services 70 – Hours of Service (single provider) 73 – Service Delays 78 – Accessible Stops and Shelters
2014 Jan 1	7 - Training	11 – Feedback 14 – Websites	22 – Recruitment 23 – Selection Process 24 – Notice to Applicants 25 – Informing Employees 26 – Accessible Formats 28 – Accommodation Plans 29 – Return to Work 30 – Performance Management 31 – Career Development 32 – Redeployment	36 – Training 38 – Fares 64 – Eligibility Process 65 – Emergency Eligibility 71 – Booking Windows 72 – Trip Restrictions
2015 Jan 1		12 – Accessible Formats 18 – Libraries of Educational Institutions		
2017 Jan 1				63 – Eligibility Criteria 66 – Fare Parity (multi level) 70 – Hours of Service (multi level)
2021 Jan 1		14 – Websites		