

CITY OF WELLAND

POLICY

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| Policy Title: Accessibility Policy | |
| Date of Approval: June 15, 2021 | Policy Number: SER-015-0009 |
| Lead Role: Planning & Development Services, Building Division | Support Role: All Departments |
| Cross Reference: Report R&C-2021-17 | Next Review Date: 2023 |
| Council File Number: 02-85 | Revision Date: |

Policy Statement:

The City of Welland 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. We believe 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 meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws. Further:

- The City of Welland is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.
- The City of Welland understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.
- The City of Welland is committed to excellence in serving and providing goods, services, and facilities to all customers including people with disabilities.
- Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

POLICY DETAILS:

Training

We are committed to training all staff and volunteers in accessible customer service and Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

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

Training of our employees and volunteers on accessibility relates to their specific roles.

Training includes:

- a) Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
- b) Our policies related to the Customer Service Standards
- c) How to interact and communicate with people with various types of disabilities
- d) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- e) How to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities.
- f) What to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

List Equipment/Devices

- Ubi-Duo
- Hearing assistance

We train every person as soon as practicable after being hired and provide training on changes to the policies as and when they are made.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services, and facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services, and facilities.

We ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services, and facilities.

Communication

We communicate with people with disabilities in ways that take into account their disability. This may include the following:

- Assistive devices
- Accessible formats

We will work with the person with disabilities to determine what method of communication works for them.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public, as well as third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario

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- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

If a fee or fare is normally charged to a customer for accessing City of Welland goods, services, or facilities this fee/fare will not be charged for support persons.

In certain cases, the City of Welland may require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- The person with a disability
- Others on the premises

Before making a decision, this organization name will:

- Consult with the person with a disability to understand their needs
- Consider health or safety reasons based on available evidence
- Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

Training Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, this organization will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services/Facilities included in this policy include Civic Square, Welland Community Wellness Complex, Welland Arenas, Welland International Flatwater Centre, Quaker Rd. Baseball Stadium, Hooker St. Tennis Facility, City of Welland Parks, and City of Welland Community Halls. The notice will be made publicly available in the following ways:

- City of Welland website
- City of Welland Social Media accounts: Facebook and Twitter
- Facility closure notices at Welland Arena and Welland Community Wellness Complex

Feedback Process

The City of Welland welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

- Via email to accessibility@welland.ca
- By Phone: 905 735-1700
- In person at 60 East Main St., Welland ON, L3B 3X4
- Accessible to persons with disabilities by providing or arranging for provision of accessible formats and communication supports, upon request
 - Assistive devices are available for persons providing in-person concern or complaint via in-person: Ubi Duo, assistive hearing devices

All feedback, including complaints, will be handled in the following manner:

- A notification of the complaint will be shared to the City's Accessibility Coordinator
- The Accessibility Coordinator will make the relevant staff aware of the complaint and will seek comment to explain the matter, or as required will seek feedback on how to rectify the matter in the most efficient manner
- A reply to the individual who has shared the complaint will be provided within 5 business days, providing an explanation and summary of next steps, or to request additional time to address the nature of the complaint

Information & Communications

We 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:

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- a) In a timely manner, taking into account the person's accessibility needs due to disability; and
- b) At a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- a) An explanation as to why the information or communications are unconvertible; and
- b) A summary of the unconvertible information or communications.

We notify the public about the availability of accessible formats and communication supports on <https://www.welland.ca/Accessibility.asp>

The City of Welland is committed to meeting the internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Notice of Availability of Documents

The City of Welland notifies the public that documents related to accessible customer service are available upon request by posting a notice at <https://www.welland.ca/Accessibility.asp>

The City of Welland will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Procurement

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

Employment

The City of Welland notifies employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are

available upon request. We consult with the applicants and provide or arrange for suitable accommodation. Further:

- We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.
- We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment.
- We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) When the employee moves to a different location in the organization;
- b) When the employee's overall accommodations needs or plans are reviewed; and
- c) When the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Our performance management, career development and redeployment processes take into account the accessibility needs of allemployees.

Design of Public Spaces

The City of Welland is committed to meeting accessibility laws when building or making major changes to public spaces. Our 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
- Accessible off-street parking
- Accessible on-street parking
- Service-related elements like service counters, fixed queueing lines and waiting areas
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Transportation

The City of Welland is committed to meeting accessibility laws when making our transportation services accessible. Our accessible transportation services include

- Welltrans
- Audio notification for bus stops
- Accessible bus access

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

This document is publicly available. Accessible formats are available upon request.