



The Corporation of The Town of Cobourg
Accessibility Advisory Committee

Wednesday, October 21, 2020

10:00 A.M.

Market Building

55 King Street, West, Cobourg

Pages

1. CALL TO ORDER

2. APPROVAL/ADDITIONS TO THE AGENDA

Action Recommended:

THAT the Agenda dated October 21, 2020 be approved as presented/amended.

3. DECLARATIONS OF INTEREST BY MEMBERS

4. ADOPTION OF MINUTES

- 4.1. Adoption of the September 2, 2020 Minutes of the Accessibility Advisory Committee. 3

Action Recommended:

THAT the minutes dated September 2, 2020 be adopted as presented/amended.

- 4.2. Adoption of the October 7, 2020 Accessibility Advisory Committee Minutes. 6

Action Recommended:

THAT the minutes dated October 7, 2020 be adopted as presented/amended.

5. DELEGATIONS/PRESENTATIONS

- 5.1. Delegation by Cheryl Blodgett, Citizen, regarding the accessibility of Metro parking lot.

6. COMMUNICATIONS/CORRESPONDENCE

7. REPORTS

7.1. Jamie Kramer, Accessibility Coordinator, regarding the Mutli-Year Accessibility Plan 2020 to 2024. 10

- The Multi-Year Accessibility Plan 2020 to 2024 for review, based upon discussions with Sue Caron, Chair and other feedback from the public as well as legislative requirements.
- The input into this draft will be considered alongside the input from the Committee of the Whole and public feedback.

Action Recommended:

THAT the Multi-Year Accessibility Plan 2020 to 2024 be approved as presented/amended.

7.2. Jamie Kramer, Accessibility Coordinator, regarding updates to the Accessibility Policies. 50

Action Recommended:

THAT the Accessibility Policies for the Town of Cobourg be approved as presented/amended.

8. **NEW BUSINESS**

8.1. Motion from the October 13, 2020 Regular Council Meeting - Accessible Parking 68

9. **UNFINISHED BUSINESS**

10. **ADJOURNMENT**

	THE CORPORATION OF THE TOWN OF COBOURG
	ACCESSIBILITY ADVISORY COMMITTEE MEETING MINUTES
	September 2, 2020 Market Building, Victoria Hall

The regular meeting of the Cobourg Accessibility Advisory Committee was held at 1:00P.M. at the Market Building, Victoria Hall with the following persons in attendance:

PRESENT

Chair Susan Caron
Troy Mills
Kathryn Richards
Elizabeth Sheffield
Councillor Aaron Burchat

ABSENT:

Jerry Ford

CALL TO ORDER

The meeting was called to order at 1:00 P.M. by Chair Susan Caron

APPROVAL / ADDITIONS TO THE AGENDA

Addition to the Agenda - Accessibility Week

Moved By: Kathryn Richards:

THAT a discussion on Accessibility Week be added to the unfinished Business for discussion by Members.

Carried

Approval of the September 2, 2020 Accessibility Advisory Committee Agenda.

Moved by Troy Mills.

THAT the September 2, 2020 Accessibility Advisory Committee Agenda be approved as amended.

Carried

DECLARATIONS OF INTEREST BY MEMBERS

PRESENTATIONS / DELEGATIONS

COMMUNICATIONS / CORRESPONDENCE

REPORTS

Accessible Transit Extended Hours/ Wheels Transit Update on Hours and Ridership.

The Accessibility Advisory Committee was provided with an overview of the Staff Report that was sent to Council regarding the Accessible Transit Extended Hours/ Wheels Transit Update on Hours and Ridership by Renee Champagne, Engineering and Transit Administrator. Renee provided the Committee with a report on the various COVID-19 precautions and future retro-fits of plexi-glass to be introduced on Transit Busses to protect the drivers. The Committee will be kept up-to-date with any other updates regarding Transit in regards to Accessibility.

After a question and answer period, R. Champagne was excused from the Meeting.

NEW BUSINESS

Site Plan Review

66 Strathy Rd-Smartcentres
428-432 King St E
DePalma lands Hotel
Block 94 East Village 10-plex

Subdivisions

377 William Street
Van Dyk/CTC lands

The Committee was presented with several site plans for review with the overview of all site plan applications presented by the Manager of Planning Rob Franklin. Mr. Franklin took note of all comments from the Committee and will relay the information on to the applicant and include relevant information into the staff report as consultation with the Accessibility Advisory Committee.

UNFINISHED BUSINESS

Accessibility Week Discussion

The Accessibility Committee provided appreciation to Chair Sue Caron for all of her hard work and leadership regarding Accessibility Week and also inquired to be sure that Ms. Caron was compensated for her expenses incurred for materials purchased and that were to be used in the event. The Municipal Clerk provided confirmation that a cheque was produced and payment was made. The Committee will also look to the future of the Accessibility Week and provide comment on next year's event as a standing item and the ability to host it virtual if COVID-19 is still a factor.

ADJOURNMENT

Moved by Kathryn Richards.

THAT the Meeting Adjourn (2:41 P.M.)

Carried



The Corporation of The Town of Cobourg
Accessibility Advisory Committee
MINUTES

October 7, 2020, 10:00 a.m.
Market Building
55 King Street, West, Cobourg

Members Present: Jerry Ford
Elizabeth Sheffield
Aaron Burchat
Kathryn Richards
Troy Mills

Members Absent: Susan Caron

Staff Present: Jamie Kramer
Krystal Christopher

Staff Absent: Laurie Wills, Director of Public Works
Brent Larmer, Municipal Clerk/Manager of Legislative Services

1. CALL TO ORDER

Acting Chair, Elizabeth Sheffield called the Meeting to Order at 10:06 A.M.

2. APPROVAL/ADDITIONS TO THE AGENDA

Moved by Kathryn Richards

THAT the Agenda dated October 7, 2020 be approved as presented.

Carried

3. DECLARATIONS OF INTEREST BY MEMBERS

There were no Declarations of Interest Declared by Committee Members.

4. ADOPTION OF MINUTES

The Minutes from September 2, 2020 will be brought to the next regular meeting for the Accessibility Advisory Committee on October 21, 2020.

5. DELEGATIONS/PRESENTATIONS

5.1 Brent Larmer, Municipal Clerk/Manager Legislative Services regarding an overview of the Zoom Videoconference Application.

Jamie Kramer, Accessibility Coordinator, presented information about Zoom Videoconference Application and noted that if anyone required any assistance or equipment to let her know and it would be provided.

Meetings for the Accessibility Advisory Committee will be held on a hybrid to fully remote basis moving forward to allow for everyone to be in attendance as well as ensuring health and safety of all members.

6. COMMUNICATIONS/CORRESPONDENCE

There are no communications/correspondence presented.

7. REPORTS

There are no reports presented.

8. NEW BUSINESS

8.1 Jerry Ford, Citizen Member, regarding the Appointment to the Transportation Advisory Committee as a Non-Voting Member

Jerry Ford, Citizen Member, spoke to the Accessibility Advisory Committee about the need for accessibility to be present at the Transportation Advisory Committee. As he can only be on one committee at a time, the idea would be for him to act as a liaison between the Accessibility Advisory Committee and the Transportation Advisory Committee to ensure the Committees were communicating and working together.

Further discussion was made by the Committee on the reasoning behind the need for this including:

- Accessible Taxis,
- Understanding Conventional and Specialized Transit, and
- Continuing to have accessibility as a priority in transportation.

Moved by Troy Mills

That Jerry Ford, Citizen Member, shall be appointed to the Transportation Advisory Committee as a Liaison for the Accessibility Advisory Committee as a Non-Voting Member.

Carried

8.2 Jamie Kramer, Accessibility Coordinator, regarding the Multi-Year Accessibility Plan.

Jamie Kramer, Accessibility Coordinator, provided context on the upcoming Multi-Year Accessibility Plan for the Town of Cobourg. The Multi-Year Accessibility Plan will be provided to the Accessibility Advisory Committee at their next meeting on October 21, 2020 for review and input from the Committee prior to bringing it to Town Council and allowing the public to engage.

The Multi-Year Accessibility Plan is part of the requirements of the Town of Cobourg under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) in combination with specific Accessibility Policies and the mandate for the Accessibility Advisory Committee.

The Multi-Year Accessibility Plan that will be presented will highlight each of the Standards that are under the Integrated Standards for the AODA. It was noted that an entire strategy and plan for Transit and Transportation will be developed in 2021 to supplement the key items that are presented in this Multi-Year Accessibility Plan.

9. UNFINISHED BUSINESS

There is no unfinished business.

10. ADJOURNMENT

The meeting is adjourned at 11:08 a.m. by the Chair.

Municipal Clerk B. Larmer

Mayor J. Henderson



MULTI-YEAR-ACCESSIBILITY PLAN

2020 TO 2024

This document is available in alternate formats, upon request.

Please contact us by telephone at 905-372-4301 or by email at accessibility@cobourg.ca.

Page 10 of 68



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Table of Contents

Message from Mayor and Town Council	4
Message from the Accessibility Advisory Committee	5
Multi-Year Accessibility Plan Overview	6
Legislation	10
Barrier Types and Definitions	11
Accessibility Advisory Committee	12
Composition	13
Authority	13
Purpose	13
Mandate	14
2020-2024 Objectives and Action Items	15
General Requirements	16
Information and Communications Standard	19
Employment Standard	25
Transportation Standard	28
Design of Public Spaces Standard	32
Customer Service Standard	36
Special Consideration: 2022 Municipal Election	39



MESSAGE FROM THE MAYOR AND TOWN COUNCIL

Our new Town of Cobourg Multi-Year Accessibility Plan (MYAP) for 2020 to 2024 outlines how we will continue to remove and prevent accessibility barriers. This new plan builds on what we have accomplished since we introduced our first Multi-Year Accessibility Plan in 2016 that laid out a roadmap to make the Town of Cobourg an accessible employer and ensure the community had access to everything they need.

We are committed to having the right policies, procedures, and governance structures in place to ensure that the Town provides Persons with Disabilities across our community with accessible public services, information, and programs.

Cobourg's population and workforce are changing and aging. As the proportion of Ontarians age 65 and older increases over the next 20 years, that number could reach one in five. This emphasizes the importance of providing inclusive, equitable, and accessible services.

While we still have a lot of work to do to make the Town of Cobourg a more inclusive, equitable, and accessible organization, I am proud of our achievements to date. We are committing to ongoing leadership and listening to create the reputation of the Town of Cobourg as an accessible and respectful employer and service provider.

Sincerely,

John Henderson
Mayor, Town of Cobourg

The Cobourg Accessibility Advisory Committee is a team formed of residents where most of us have had or are experiencing some type of disability. What better way to help improve our community's accessibility by people who really understand.

Cobourg's new five year Multi-Year Accessibility Plan will work hard to continue to remove barriers and improve accessibility for all persons with all types of disabilities. Our plan will continue to make upgrades to meet all Provincial requirements for full development, implementation, and enforcement by January 1, 2025.

The Cobourg Multi-Year Accessibility Plan shows the work needed to be done to address the needs of our community and visitors. Not only for seniors but for all the diverse needs. The plan will guide us to creating an inclusive and welcoming community where all can access the same facilities, programs, and services.

In a world of challenging times, to be able to assist all Persons with Disabilities is our main objective.

Accessibility = Access for all abilities.

We look forward to any input from our community, support for the Town of Cobourg, and the Government of Ontario.

Signed,

The Cobourg Accessibility Advisory Committee, known as ACT
Accessibility Cobourg Team





MULTI-YEAR ACCESSIBILITY PLAN

2020 to 2024

OVERVIEW

The Corporation of the Town of Cobourg (“Town of Cobourg” or “Town” or “Cobourg”) recognizes and understands the importance of accessibility for Persons with Disabilities in Ontario. The Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”) legislation, along with the Town’s Multi-Year Accessibility Plan (“The Plan”) will act as a guide and will ensure that all aspects of Cobourg become more accessible.

With the Town of Cobourg’s Multi-Year Accessibility Plan 2016-2019, we provided the opportunity to demonstrate and establish an implementation framework and future priority initiatives for the Town of Cobourg and to demonstrate current achievements regarding accessibility. The Multi-Year Accessibility Plan 2020-2024 extends these commitments, refreshes them based upon feedback from Persons with Disabilities, and renews the commitment of the Town to accessibility.

Objectives identified within the plan are short, medium, and long term with many actions ongoing to ensure accessibility in the Town. Other objectives are implemented during specific years to ensure adequate resources and appropriate time measures. Regular monitoring is necessary to ensure that relevant initiatives are included in The Plan and that progress is identified. The current focus of The Plan is dedicated to implementing the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/11 (“IASR”).



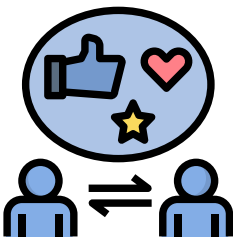
OVERVIEW (CONTINUED)

The Town of Cobourg initiates accessibility in a variety of different ways:



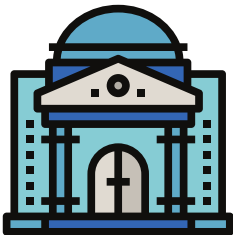
ACCESSIBILITY ADVISORY COMMITTEE

Through regular meetings once a month, the **Accessibility Advisory Committee** provides recommendations to Council and other initiatives through the Terms of Reference Mandate that is focused on addressing accessibility in a variety of aspects.



FEEDBACK AND REPORTING SYSTEM

The Town of Cobourg has a feedback and reporting system to report barriers to accessibility on the Town's website. The Town also provides the option to email accessibility@cobourg.ca about barriers. These options have been advertised to residents through multiple channels.



TOWN HALL'S COMMITMENT

Departments within the Town of Cobourg continue to examine their own services to assess, plan, and remove barriers to ensure accessibility to all Persons with Disabilities. By working with Legislative Services and the Accessibility Coordinator, we create a holistic approach to accessibility.



OVERVIEW (CONTINUED)

Most of this work and planning involves a collaboration of multiple departments working together to implement accessibility across the municipality.

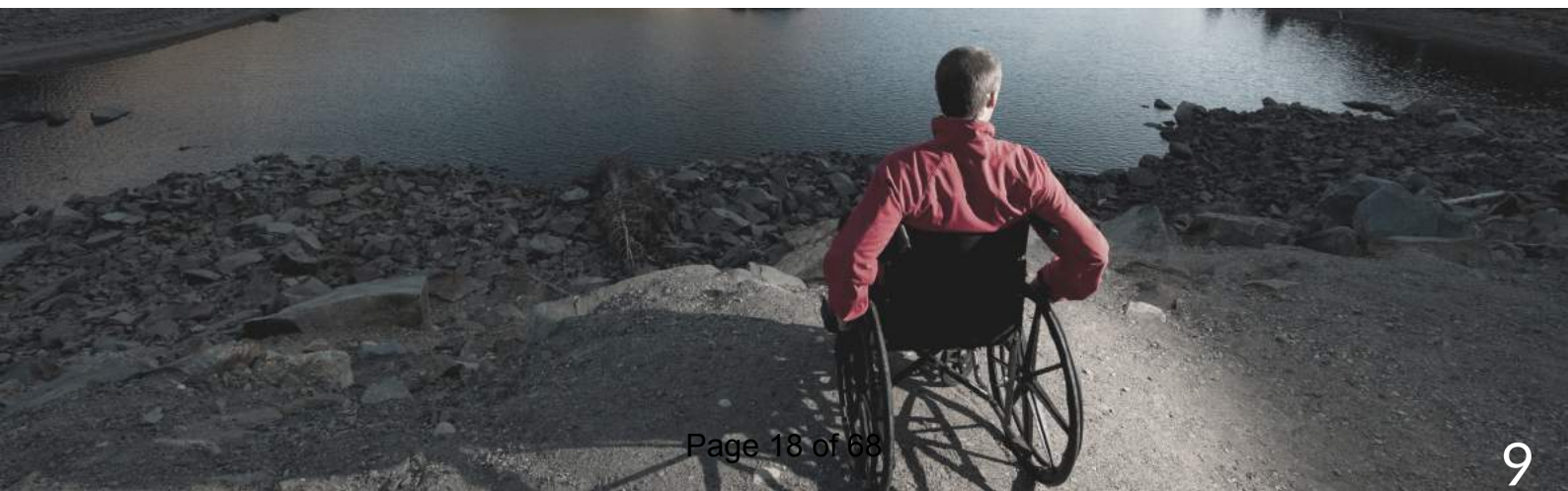
The development of accessibility strategies within the Town of Cobourg involves barrier removal to ensure accessibility throughout departments and services.

Strategies and plans take into account various disabilities and involve the implementation of AODA Integrated Accessibility Standards, and the Town recognizes that removing barriers allows for better service for everyone.

The Town of Cobourg's Multi-Year Accessibility Plan will set out how the Town will continue to be an accessible organization over the next five (5) years.

The Town will continue to focus on the following six (6) areas:

1. People,
2. Policies, procedures, and best practices,
3. Communications and technology,
4. Transit and transportation,
5. Infrastructure and the built environment, and
6. Training, education, and awareness.



LEGISLATION

On June 13, 2005, the AODA received Royal Assent and is now law. The AODA requires the Government of Ontario to work with the disability community and the private and public sectors to jointly develop standards to be achieved within stages of five (5) years or less, leading to an accessible Ontario in twenty (20) years, or by 2025.

The *Accessibility for Ontarians with Disabilities Act, 2005* was enacted to serve as a framework for the establishment of accessibility in five (5) different areas:

1. **Customer Service**, to help remove barriers for People with Disabilities so they can access goods, services, or facilities,
2. **Information and Communications**, to help organizations make their information accessible to People with Disabilities,
3. **Transportation**, to make it easier for everyone to travel in the province,
4. **Employment**, to help making hiring and employee support practices more accessible, and
5. **Design of Public Spaces**, to help organizations make new and redevelopment outdoor public areas accessible.

The standards support the principles of the AODA to ensure dignity, integration, independence, and equal opportunity and each standard has specific timelines for implementation. The AODA is in place for the purpose of ensuring that People with Disabilities are not discriminated against. Implementation for both public and private sectors is to be phased in over time to achieve the objectives of a fully accessible province by 2025.

Many of the elements in this Plan will continue beyond 2025 and must be maintained to ensure accessibility in the Town of Cobourg.

BARRIER TYPES AND DEFINITIONS

The AODA outlines five (5) types of barriers that Persons with Disabilities may encounter when accessing goods and services in Ontario. These are:



ATTITUDINAL

Behaviours, perceptions, and assumptions that discriminate against Persons with Disabilities. These barriers often emerge from a lack of understanding.

ORGANIZATIONAL OR SYSTEMIC

Policies, procedures, or practices that unfairly discriminate and can prevent individuals from participating fully in a situation. They are often put into place unintentionally.



ARCHITECTURAL OR PHYSICAL

Elements of buildings or outdoor spaces that create barriers to Persons with Disabilities. These relate to design elements such as stairs or doorways, layout of rooms, or width of sidewalks.

COMMUNICATION

Occur when sensory disabilities, such as hearing, seeing, or learning disabilities, have not been considered. These barriers relate to both the sending and receiving of information.



TECHNOLOGY

A device or technological platform is not accessible to its intended audience and cannot be used with an assistive device. Technology can enhance the user experience, but it can also create unintentional barriers for some users.

A photograph of a meeting table with laptops, papers, and a small potted plant. The image is partially obscured by a blue overlay containing text.

"ACTIONS SPEAK LOUDER
THAN WORDS."

ACCESSIBILITY ADVISORY COMMITTEE

The following information outlines the Town of Cobourg's Accessibility Advisory Committee.

Ontario's accessibility laws require the Town of Cobourg to have an accessibility advisory committee to advise Council on preparing accessibility plans and achieve the actions within the plan. It is legislated that a majority of members must be People with Disabilities.



COMPOSITION

Seven (7) Members:

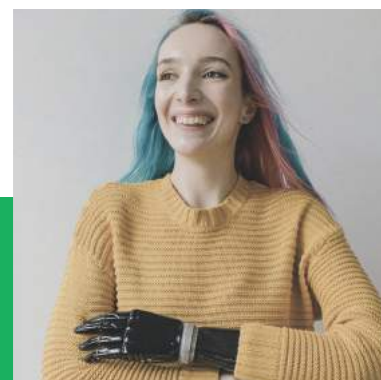
- One (1) Councilor, and
- Six (6) Citizens appointed by Council.

AUTHORITY

- Town of Cobourg Procedural By-law 003-2016,
- Town of Cobourg Accessibility Customer Service Policy,
- Town of Cobourg Integrate Accessibility Standards Policy,
- The Ontarians with Disabilities Act, 2001 (ODA), and
- The Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

PURPOSE

The role of the Accessibility Advisory Committee is to provide sound advice and recommendations to the Cobourg Municipal Council on matters relating to the goal of ensuring that individuals with disabilities shall be assured access to basic services generally available in the community.



MANDATE

The Accessibility Advisory Committee shall:

- Review and advise the Cobourg Municipal Council on matters relating to the accessibility of municipal buildings, facilities, programs, and services,
- Review and provide input in a timely manner on site plans, draft plans of subdivisions, and planning policies and drawings described in Section 31 of the *Planning Act* that may have an impact on accessibility,
- Raise the profile of accessibility issues in the community and promote initiatives that support a universally accessible community,
- Review current and proposed federal, provincial, or municipal policies relating to accessibility,
- Assist in the implementation and monitoring of general public awareness regarding accessibility,
- Consult and co-operate with other agencies and organizations involved in accessibility issues, and
- Keep current about Council-approved policies and Town related initiatives that may impact the community and the needs of Persons with Disabilities in Cobourg.

The Committee shall provide advice on the implementation of the ODA and the AODA, as required through regulation in the following:

- Development of accessibility plans for the municipality and the goals and objectives for the year,
- Advise Council annually, as required by the AODA, regarding the preparation, implementation, and effectiveness of the Town of Cobourg annual accessibility plan,
- Provide feedback on the accessibility plans for municipality administered, contracted, or licensed transit providers in consultation with Persons with Disabilities,
- Provide advice on the identification, removal, and prevention of barriers to Persons with Disabilities in the Town By-laws, policies, programs, and services, and
- Perform all other functions that are specified in the AODA and/or its regulations, including consultation requirements as outlined in the *Design of Public Spaces Standards* in the *Integrated Accessibility Standards*.

The Cobourg Accessibility Advisory Committee will also:

1. Annually complete a status report delivered to Council and the public in order to outline the progress of measures taken to implement the Multi-Year Accessibility Plan and the accessibility objectives for the year.
2. Additionally, an annual review of the Plan will be conducted with the Plan being updated as required to include any new identified priority action items and/or as new legislation is brought forward.

2020 TO 2024 OBJECTIVES AND ACTION ITEMS



MULTI-YEAR ACCESSIBILITY PLAN

GENERAL REQUIREMENTS



RESPONSIBILITIES

All of the following General Requirements are the responsibility of the Legislative Services department at the Town of Cobourg.

The Accessibility Coordinator is responsible for the tasks that fall under General Requirements with the assistance of appropriate departments and external stakeholders and rights holders including the Town of Cobourg's Accessibility Advisory Committee.

POLICIES AND PLANS

The Town of Cobourg has developed, implemented, and maintained a Multi-Year Accessibility Plan that outlines strategies and actions to identify, prevent, and remove barriers for People with Disabilities.

In addition, the Town of Cobourg has an Accessibility Policy that outlines how we intend to meet the requirements under the IASR. Meeting the needs of People with Disabilities is part of Cobourg's Strategic Plan, highlighted under the People Pillar as Action #5: Invest in programs, services, and infrastructure to make Cobourg more accessible.

EMERGENCY INFORMATION

The Town of Cobourg is committed to providing the public with available emergency information, plans, and/or public safety information in an accessible way, upon request. The Town of Cobourg's Emergency Management Plan is reviewed and exercised yearly. It will be updated for January 2021 and on an annual basis moving forward. An accessible version will be made available upon request.

The Town of Cobourg is committed to updating the public on preventative and emergency maintenance of the accessible elements of public spaces, including temporary disruptions when accessible elements are not in working order. This information will be delivered in multiple accessible formats as soon as practicable.

Information on accessible emergency information will be located on the Town of Cobourg's website and social media channels with updates being made as new information is received.



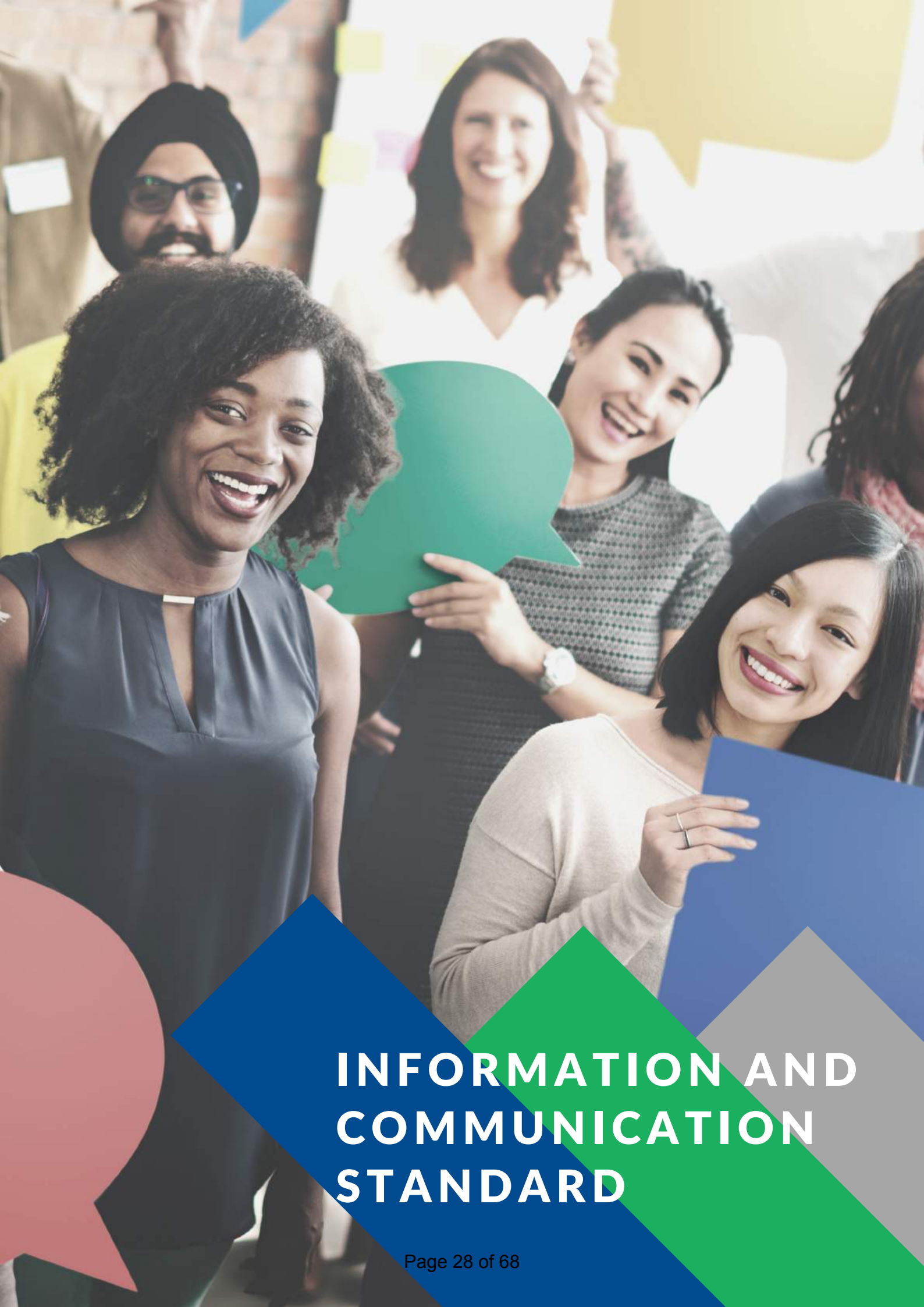
TRAINING

Accessibility and inclusion of Persons with Disabilities is a core value for the Town of Cobourg. The Town of Cobourg provides training on the AODA accessibility standards and on the Human Rights Code as it relates to Persons with Disabilities to all employees, volunteers, and third party vendors acting on behalf of the Town.

In addition, employees may require training on one or more of the standards (Information and Communications, Employment, Transportation, Built Environment, and/or Customer Service) as it relates to the duties and responsibilities of their position.

To ensure that all persons who act on behalf of the Town of Cobourg are provided with the training needed to meet current standards and legislation, we have taken the following steps:

- Provide educational or training resources in an accessible format that takes into account the accessibility needs of Persons with Disabilities.
- Ensure new employees, volunteers, and third party vendors complete training before or within ten (10) days of employment or placement.
- Ensure employees, volunteers, and third party vendors receive any additional niche or specialized accessibility training within thirty (30) days of employment or placement, as required.
- Keep and maintain a database of the training participant's names and dates of completion.



INFORMATION AND COMMUNICATION STANDARD



EXTERNAL EDUCATION AND AWARENESS

Continue to proclaim Accessibility Awareness Week on an annual basis.

- **Resources:** N/A
- **Barrier Addressed:** Attitudinal
- **Responsibility:** Accessibility Coordinator, Mayor & Town Council
- **Timeframe:** Annually
- **AODA:** N/A

Use Accessibility Awareness Week to encourage learning and education.

- **Resources:** Educational campaigns including interactive experiences.
- **Barrier Addressed:** Attitudinal and Communication
- **Responsibility:** Accessibility Coordinator, Accessibility Advisory Committee
- **Timeframe:** Annually
- **AODA:** N/A

Begin to promote International Day of Persons with Disabilities.

- **Resources:** Educational campaigns and communication tools.
- **Barrier Addressed:** Attitudinal and Communication
- **Responsibility:** Accessibility Coordinator, Accessibility Advisory Committee, Communications, Mayor & Town Council
- **Timeframe:** Annually on December 3rd
- **AODA:** N/A

Create more awareness of the ability to provide feedback on Barriers to Accessibility.

- **Resources:** Educational campaigns to increase awareness using the Town's media outlets.
- **Barrier Addressed:** Communication
- **Responsibility:** Accessibility Coordinator, Communications
- **Timeframe:** Ongoing
- **AODA:** 11(1), 11(2)



EXTERNAL EDUCATION AND AWARENESS (CONTINUED)

Raise awareness of the ability to produce key documents in accessible formats, upon request.

- **Resources:** Communication tools.
- **Barrier Addressed:** Communication
- **Responsibility:** Accessibility Coordinator, Communications
- **Timeframe:** Short Term (2020 to 2021), Ongoing
- **AODA:** 12(1), 12(3), 12(4)

Ensure existing and new information available to the public is up to date, in plain language, and in an accessible format.

- **Resources:** Communication tools.
- **Barrier Addressed:** Communication
- **Responsibility:** All Staff with the assistance of the Accessibility Coordinator
- **Timeframe:** Short Term (2020 to 2021), Ongoing
- **AODA:** 14(2)

Enhance external communication to increase awareness of programs and services.

- **Resources:** Communication tools.
- **Barrier Addressed:** Communication
- **Responsibility:** Communications
- **Timeframe:** Medium Term (2022 to 2023), Ongoing
- **AODA:** N/A

Continue to monitor and audit the website to ensure compliance.

- **Resources:** N/A
- **Barrier Addressed:** Technology and Communication
- **Responsibility:** Accessibility Coordinator, Communications
- **Timeframe:** Ongoing
- **AODA:** 14



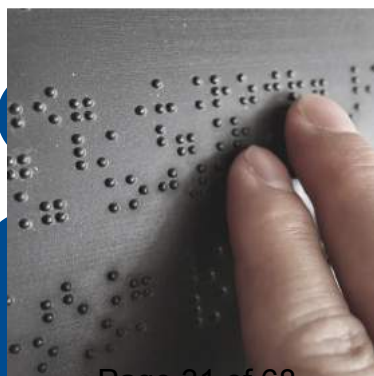
INTERNAL EDUCATION AND AWARENESS

Provide staff with resources to assist with ending stigma around Disability, especially "invisible" disabilities.

- **Resources:** Training and education, potentially created in-house or outsourced.
- **Barrier Addressed:** Attitudinal
- **Responsibility:** Accessibility Coordinator, Human Resources
- **Timeframe:** Ongoing
- **AODA:** N/A

Expand ongoing internal education and communications regarding policies, procedures, and complaint processes currently in place that focus on diversity, accessibility, and Human Rights.

- **Resources:** Communication tools.
- **Barrier Addressed:** Attitudinal
- **Responsibility:** Accessibility Coordinator, Communications, Human Resources
- **Timeframe:** Ongoing
- **AODA:** 12





REPORTING AND FEEDBACK

Review and refine the feedback process on an ongoing basis.

- **Resources:** N/A
- **Barrier Addressed:** All
- **Responsibility:** Accessibility Coordinator
- **Timeframe:** Short Term (2020 to 2021), Ongoing
- **AODA:** 11

Work with staff members on how to address reports that are accessibility related and adjacent.

- **Resources:** Training and education, potentially created in-house or outsourced.
- **Barrier Addressed:** All
- **Responsibility:** All Staff
- **Timeframe:** Ongoing
- **AODA:** N/A

Create and present a monthly or bimonthly status report to the Accessibility Advisory Committee and/or Council on feedback received.

- **Resources:** N/A
- **Barrier Addressed:** All
- **Responsibility:** Accessibility Coordinator
- **Timeframe:** Short Term (2020 to 2021), Ongoing
- **AODA:** N/A

Consider hosting a community accessibility forum to receive feedback on municipal initiatives and promote community leadership.

- **Resources:** Communication tools.
- **Barrier Addressed:** All
- **Responsibility:** Accessibility Coordinator, Appropriate Staff, as required
- **Timeframe:** Long Term (2023 to 2024)
- **AODA:** 11



SIGNAGE AND ACCESS TO INFORMATION

Review and refine the signage at public facilities to assist Persons with Disabilities.

- **Resources:** Communication tools.
- **Barrier Addressed:** Communication
- **Responsibility:** Communications
- **Timeframe:** Ongoing
- **AODA:** 12

Review and refine the signage for public areas in the downtown core area.

- **Resources:** Communication tools.
- **Barrier Addressed:** Communication
- **Responsibility:** Communications
- **Timeframe:** Medium Term (2022 to 2023)
- **AODA:** 12

Continue to communication about Accessible Parking and Washroom locations in Cobourg.

- **Resources:** Communication tools.
- **Barrier Addressed:** Communication
- **Responsibility:** Communications
- **Timeframe:** Ongoing
- **AODA:** 12





EMPLOYMENT STANDARD



RECRUITMENT AND HIRING PRACTICES

Review current Human Resources hiring policies and job postings to see if there are any matters that could unknowingly be barriers to hiring Persons with Disabilities.

- **Resources:** N/A
- **Barrier Addressed:** Organizational or Systemic
- **Responsibility:** Human Resources
- **Timeframe:** Short Term (2020 to 2021)
- **AODA:** 24, 25, 26

Determine opportunities to provide paid employment placements to Persons with Disabilities across the Town.

- **Resources:** Partnerships with local agencies.
- **Barrier Addressed:** Organizational or Systemic
- **Responsibility:** Accessibility Coordinator, Human Resources
- **Timeframe:** Medium Term (2022 to 2023)
- **AODA:** N/A

Continue to provide information on accommodation in the hiring process on all job postings.

- **Resources:** N/A
- **Barrier Addressed:** Organizational or Systemic
- **Responsibility:** Human Resources
- **Timeframe:** Ongoing
- **AODA:** 23(1)





ACCOMMODATIONS, RETENTION, AND DEVELOPMENT PRACTICES

Continue to advise staff members about the accommodation process.

- **Resources:** Intranet, Communication tools.
- **Barrier Addressed:** Organizational or Systemic
- **Responsibility:** Human Resources
- **Timeframe:** Short Term (2020 to 2021)
- **AODA:** 27, 28

Continue to advise staff members about the return to work process.

- **Resources:** Intranet, Communication tools.
- **Barrier Addressed:** Organizational or Systemic
- **Responsibility:** Human Resources
- **Timeframe:** Short Term (2020 to 2021)
- **AODA:** 29

Review current Human Resources hiring policies and job postings to see if there are any matters that could unknowingly be barriers to retaining and/or developing Persons with Disabilities.

- **Resources:** N/A
- **Barrier Addressed:** Organizational or Systemic
- **Responsibility:** Human Resources
- **Timeframe:** Short Term (2020 to 2021)
- **AODA:** 30, 31, 32

Promote and expand mentoring opportunities internally and externally.

- **Resources:** Partnerships with internal persons as well as local agencies.
- **Barrier Addressed:** Attitudinal and Organizational or Systemic
- **Responsibility:** Human Resources
- **Timeframe:** Long Term (2023 to 2024)
- **AODA:** 30, 31, 32



TRANSPORTATION STANDARD



OVERVIEW

A full strategy for the Transportation Standard for the Town of Cobourg will be created in tandem with appropriate stakeholders and rights holders, including the Accessibility Advisory Committee. This will be a Multi-Year Accessibility Plan specific to Transportation needs and will be developed in 2021.

The objectives listed in this Plan are the main priorities that the Accessibility Advisory Committee has outlined.

DEFINITIONS

1. **Conventional Transit:** 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.
2. **Specialized Transit:** public passenger transportation services that:
 - a. operate solely within the Province of Ontario,
 - b. are provided by a designated public sector transportation organization, and
 - c. are designed to transport persons with disabilities.



CONVENTIONAL TRANSIT

Continue to communicate about the accessibility of the conventional transit routes.

- **Resources:** Communication tools.
- **Barrier Addressed:** Transportation
- **Responsibility:** Public Works, Communications
- **Timeframe:** Short Term (2020 to 2021), Ongoing
- **AODA:** 34, 35

Continue to receive and address feedback from the public about accessibility issues on conventional transit routes.

- **Resources:** Communication tools.
- **Barrier Addressed:** Transportation and Communication
- **Responsibility:** Accessibility Coordinator, Public Works, Communications, Accessibility Advisory Committee
- **Timeframe:** Ongoing
- **AODA:** 35, 37, 41

Continue to maintain bus shelters and bus stops to meet the needs of Persons with Disabilities.

- **Resources:** N/A
- **Barrier Addressed:** Transportation and Architectural or Physical
- **Responsibility:** Accessibility Coordinator, Public Works, Accessibility Advisory Committee
- **Timeframe:** Medium Term (2022 to 2023), Ongoing
- **AODA:** 47

Continue to use multiple and accessible formats to announce and address service delays.

- **Resources:** Communication tools.
- **Barrier Addressed:** Communications
- **Responsibility:** Accessibility Coordinator, Communications, Public Works
- **Timeframe:** Ongoing
- **AODA:** 50



SPECIALIZED TRANSIT

Review and refine the Wheels policy and application on an annual basis.

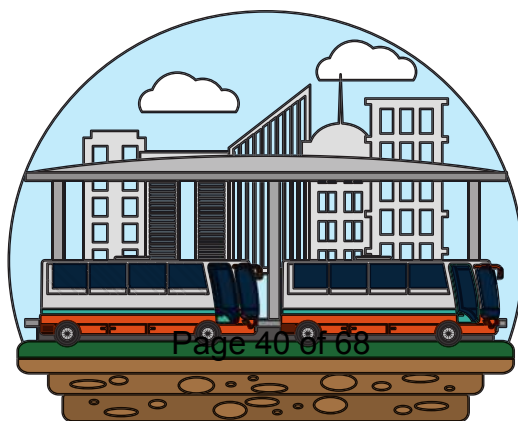
- **Resources:** N/A
- **Barrier Addressed:** Transportation
- **Responsibility:** Accessibility Coordinator, Public Works
- **Timeframe:** Short Term (2020 to 2021), Annually
- **AODA:** 63, 64

Continue to receive and address feedback from the public about accessibility issues on specialized transit routes.

- **Resources:** Communication tools.
- **Barrier Addressed:** Transportation and Communication
- **Responsibility:** Accessibility Coordinator, Public Works, Communications, Accessibility Advisory Committee
- **Timeframe:** Ongoing
- **AODA:** 35, 37, 41

Continue using additional notification methods during service disruptions.

- **Resources:** Communication tools.
- **Barrier Addressed:** Communications
- **Responsibility:** Accessibility Coordinator, Communications, Public Works
- **Timeframe:** Short Term (2020 to 2021), Ongoing
- **AODA:** 73





DESIGN OF PUBLIC SPACES STANDARD

OUTDOOR PUBLIC SPACES

Continue to receive feedback on new outdoor space development.

- **Resources:** N/A
- **Barrier Addressed:** Architectural or Physical
- **Responsibility:** All Staff, Accessibility Advisory Committee
- **Timeframe:** Ongoing
- **AODA:** 80

Consider creating new outdoor accessible spaces.

- **Resources:** N/A
- **Barrier Addressed:** Architectural or Physical
- **Responsibility:** All Staff, Accessibility Advisory Committee
- **Timeframe:** Medium Term (2022 to 2023), Ongoing
- **AODA:** 80.16, 80.17, 80.18, 80.19, 80.20





DESIGN AND DEVELOPMENT

Continue to provide appropriate staff members the Design of Public Spaces Standard training.

- **Resources:** Intranet, Communication tools.
- **Barrier Addressed:** Architectural or Physical
- **Responsibility:** Accessibility Coordinator, Public Works, Building & Planning
- **Timeframe:** Medium Term (2022 to 2023), Ongoing
- **AODA:** 80

Continue to have an accessibility clause in RFPs and RFTs.

- **Resources:** N/A
- **Barrier Addressed:** All
- **Responsibility:** All Staff, as required
- **Timeframe:** Ongoing with Annual review
- **AODA:** N/A

Consider opportunities for community partnerships and/or provincial and federal accessibility grant funding.

- **Resources:** N/A
- **Barrier Addressed:** All
- **Responsibility:** Accessibility Coordinator, All Staff
- **Timeframe:** Medium Term (2022 to 2023), Ongoing
- **AODA:** N/A

Consider the need for the Town of Cobourg to create Facility Accessible Design Standards.

- **Resources:** N/A
- **Barrier Addressed:** Architectural or Physical
- **Responsibility:** Accessibility Coordinator, Public Works, Building & Planning, Accessibility Advisory Committee
- **Timeframe:** Medium Term (2022 to 2023), Ongoing
- **AODA:** N/A



SIDEWALKS, ROADS, BEACH ACCESS ROUTES, AND PATHWAYS

Continue to construct Accessible Pedestrian Signals as intersections are updated.

- **Resources:** N/A
- **Barrier Addressed:** Architectural or Physical
- **Responsibility:** Accessibility Coordinator, Public Works
- **Timeframe:** Ongoing
- **AODA:** 80.28

Improve accessibility in the Downtown core.

- **Resources:** Audit of downtown core, partnership with Cobourg Downtown Business Improvement Area (DBIA)
- **Barrier Addressed:** Architectural or Physical
- **Responsibility:** Public Works, Legislative Services, DBIA, Accessibility Advisory Committee
- **Timeframe:** Medium Term (2022 to 2023)
- **AODA:** 80

Improve brickwork in various areas to allow for access to Persons with Disabilities within Cobourg.

- **Resources:** Audit of areas in Cobourg
- **Barrier Addressed:** Architectural or Physical
- **Responsibility:** Public Works, Legislative Services, Accessibility Advisory Committee
- **Timeframe:** Medium Term (2022 to 2023)
- **AODA:** 80

Improve the accessibility of the boardwalk and beach access.

- **Resources:** Audit of boardwalk, Marina, and beach areas.
- **Barrier Addressed:** Architectural or Physical
- **Responsibility:** Public Works, Legislative Services, Accessibility Advisory Committee
- **Timeframe:** Medium Term (2022 to 2023)
- **AODA:** 80.12

CUSTOMER SERVICE STANDARD





ACCESSIBLE CUSTOMER SERVICE

Continue to provide Accessible Customer Service Training for all staff, volunteers, and third party agencies.

- **Resources:** HR Downloads.
- **Barrier Addressed:** Attitudinal and Communication
- **Responsibility:** Accessibility Coordinator, Human Resources
- **Timeframe:** Ongoing with Annual review
- **AODA:** 7

Review and refine training on an annual basis to ensure that it meets legislative requirements.

- **Resources:** N/A
- **Barrier Addressed:** Attitudinal and Communication
- **Responsibility:** Accessibility Coordinator, Human Resources
- **Timeframe:** Ongoing with Annual review
- **AODA:** 7, 80.49

Explore possibilities for implementing video remote interpreting systems at primary Customer Service areas across the Town.

- **Resources:** LanguageLine Video Remote Interpreting Services, which provides ASL translations
- **Barrier Addressed:** Communication, Technology, and Organizational or Systemic
- **Responsibility:** Accessibility Coordinator
- **Timeframe:** Ongoing with Annual review
- **AODA:** 7

Review and refine the Accessibility policies for the Town of Cobourg.

- **Resources:** N/A
- **Barrier Addressed:** Organizational or Systemic
- **Responsibility:** Accessibility Coordinator
- **Timeframe:** Annually
- **AODA:** 3



ACCESSIBLE SPECIAL EVENTS AND PROGRAMMING

Continue to recognize businesses making strides in accessibility.

- Resources: N/A
- Barrier Addressed: Attitudinal
- Responsibility: Accessibility Advisory Committee
- Timeframe: Ongoing
- AODA: N/A

Participate in local events to continue to profile municipal accessibility

- Resources: Communication tools.
- Barrier Addressed: All
- Responsibility: All Staff, as required, Accessibility Advisory Committee
- Timeframe: Short Term (2021), Ongoing
- AODA: N/A

Continue promoting the Planning Accessible Events Resource.

- Resources: N/A
- Barrier Addressed: All
- Responsibility: Communications
- Timeframe: Short Term (2021), Ongoing
- AODA: N/A





SPECIAL CONSIDERATION

2022 MUNICIPAL ELECTION

In leading up to the 2022 Municipal Election, the Town of Cobourg will revisit the Municipal Election 2018 Accessibility Plan in conjunction with the Accessibility Advisory Committee and other internal and external stakeholders and rights holders. This plan will be refined to ensure that Persons with Disabilities are able to participate in the 2022 Municipal Election.

**This document is available in alternate
formats, upon request.**

**Please contact us by telephone at 905-372-
4301 or by email at accessibility@cobourg.ca.**



Corporation of the Town of Cobourg

Policy Title: Integrated Accessibility Standards Policy

Division: Corporate Services

Department: Legislative Services

Effective Date: December 1, 2020
2021

Revision Date: December 1,

Approval Level: Town Council

Contact Person: Accessibility Coordinator and/or Clerk

Contact Information: accessibility@cobourg.ca

Section Number: 3-1

Policy Number: LEG-ADM17

Purpose

This policy is intended to provide the overarching framework to guide the review and development of other policies, standards, procedures, by-laws, and guidelines of the Town of Cobourg in order to comply with the standards developed under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the *Integrated Accessibility Standards Regulation* (IASR) established by Ontario Regulation 191/11.

The AODA contains accessibility standards that assist organizations in the identification, prevention, and removal of barriers to accessibility for Persons with Disabilities.

These accessibility standards are in a variety of areas, including:

1. Customer Service,
2. Information and Communications,
3. Employment,
4. Transportation, and
5. Design of Public Spaces.

The AODA and its standards are not a replacement or substitution for the requirements of the *Ontario Human Rights Code*.

This policy can be provided in an alternative format upon request. Please contact the Accessibility Coordinator at accessibility@cobourg.ca or 905-372-4301.

Policy Statement

The Town of Cobourg is committed to identifying and meeting the needs of Persons with Disabilities and that all persons achieve accessibility standards as set out in the *AODA*, *Canadian Charter of Rights and Freedoms*, and the *Ontario Human Rights Code*.

The principles of the AODA include:

- Dignity,
- Independence,
- Integration, except when alternate measures are necessary to meet the needs of Persons with Disabilities, and
- Equal Opportunity.

Integrated Accessibility Standards Policy

Definitions

“Accessible Formats” includes, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by Persons with Disabilities.

“Accommodation” shall mean the special arrangement made or assistance provided so that Persons with Disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person’s needs.

“Barrier” is anything that prevents Persons with Disabilities from fully participating in one or more aspects of society, including a physical barrier, an architectural barrier, information or communications barrier, attitudinal barrier, technological barrier, policy, practice, or program.

“Communication Supports” are supports that Persons with Disabilities may need to access information. They include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.

“Disability” shall mean:

- a) 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 of paralysis, amputation, lack of physical co-ordination, blindness or visual impairment, 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;
- b) a condition of mental impairment or a developmental disability;
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) a mental disorder; or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997* (“handicap”).

“Feedback” includes any comments, compliments, suggestions, or complaints provided to the Town of Cobourg.

“Information” shall mean data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

“Mobility Aid” is a device that is used to facilitate the transport, in a seated posture, of Persons with Disabilities.

“Redeployment” is reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated.

Integrated Accessibility Standards Policy

“Self-Service Kiosk” shall mean an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.

“Third Party” shall mean a representative of a business or organization who is receiving Town goods or services or acting in an official capacity.

Application

This policy shall apply to all departments of the Town, Council, its boards and committees, and all persons who deal with members of the public or other third parties on behalf of the Town.

1.0 General Provisions

The general provisions are to assist organizations oversee all of the other accessibility standards and provide commitment to Persons with Disabilities.

1.1 Accessibility Advisory Committee

The Town of Cobourg Accessibility Advisory Committee is established and appointed by Municipal Council, and is a requirement under the *Accessibility for Ontarians with Disabilities Act* (AODA). The Accessibility Advisory Committee is responsible for advising Municipal Council on the development and implementation of the Multi-Year Accessibility Plan and advising Council on issues relating to citizens with a disability.

The Accessibility Advisory Committee meets on a monthly basis and provides advice on the implementation of the accessibility legislation as required through the regulation and standards.

To learn more about the mandate of the [Town of Cobourg’s Accessibility Advisory Committee](https://www.cobourg.ca/en/town-hall/Accessibility-Advisory-Committee.aspx), as well as past Agendas and Minutes, please see our website here: <https://www.cobourg.ca/en/town-hall/Accessibility-Advisory-Committee.aspx>.

1.2 Accessibility Plan and Policies

The Town of Cobourg shall prepare a Multi-Year Accessibility Plan which will be:

- Reviewed and updated at least every five (5) years; and
- Established, reviewed, and updated in consultation with Persons with Disabilities and the Town of Cobourg Accessibility Advisory Committee.

The Town of Cobourg will report annually on the progress and the implementation of the Plan, post the information on the Town of Cobourg website and will provide it in accessible formats upon request.

If through public consultation, feedback, and the Town’s own accessibility action and planning processes, it is determined that the Multi-Year Accessibility Plan needs

Integrated Accessibility Standards Policy

revision, the Town of Cobourg will update the plan to reflect this new information. This will be done on an ongoing and annual basis.

Please read the [Town of Cobourg's Multi-Year Accessibility Plan](#) for more information.

1.3 Procurement and Self-Service Kiosks

The Town will use accessibility criteria and features when procuring or acquiring goods, services, or facilities. If the Town determines that it is not practicable to incorporate an accessibility criteria or features when procuring or acquiring goods, services, or facilities, an explanation will be provided.

Although the Town of Cobourg does not currently use self-service kiosks, the Town will have regard to the accessibility for Persons with Disabilities should it design, procure, or acquire self-service kiosks by considering what accessibility features could be built into kiosks to best meet the needs of Persons with Disabilities.

1.4 Training

All Town of Cobourg Employees, volunteers and third parties providing goods and services on the Town's behalf shall be required to undergo training on the requirements of the AODA accessibility standards and on the *Human Rights Code* as it pertains to Persons with Disabilities as well as all Human Resources AODA policies and procedures.

The training provided shall be appropriate to the duties of the employee, volunteer, or third party and shall be done before or within ten (10) days of hire. Training shall take place as soon as it is practicable and upon completion, the Town shall keep a record of the training provided including the dates on which accessibility training took place.

2.0 Information and Communications Standard

To help organizations make their information accessible to Persons with Disabilities.

2.1 Feedback on Town Services

The Town of Cobourg has established a process for receiving and responding to feedback on the manner in which the Town provides goods and services to Persons with Disabilities and will ensure that these processes are provided in accessible formats and with communication supports upon request.

A member of the public may [provide feedback through the Town of Cobourg website](#), as well as by telephone at 905-372-4301, [email](#), and in-person at:

Legislative Services (Clerks Department)
Victoria Hall
55 King Street West
Cobourg, Ontario

Integrated Accessibility Standards Policy

2.2 Accessible Formats and Communications

Except as otherwise provided by the AODA, the Town of Cobourg shall, upon request, and in consultation with the person making the request, provide or make arrangements to provide accessible formats and communication supports for Persons with Disabilities.

The Town of Cobourg will use best practices for creating accessible documents and content for the information that is consistently provided to the public.

Accessible formats and communication supports shall be provided in a timely manner, taking into account the person's accessibility needs and at a cost that is no more than the regular cost charged to other persons.

2.3 Emergency Information

When the Town of Cobourg prepares emergency procedures, plans, or public safety information and makes the information available to the public, the information will be available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

The most current and up-to-date information will always be available on [the Emergency Planning and Preparedness webpage](#).

2.4 Website Accessibility

All Town internet websites, and any website and web content controlled directly by the Town, will conform to the [World Wide Web Content Accessibility Guidelines \(WCAG\) 2.0 Level AA](#) in accordance with the schedule set out in the Information and Communication Standards of the IASR.

Except where meeting this requirement is not practicable, this conformity applies to websites, web content, and web-based applications that are controlled directly or through a contractual relationship that allows for the modification of the product and web content.

New documents (PDF, Word, PowerPoints, etc.) posted to the municipal website will be presented in an accessible format as defined by the WCAG 2.0 standards.

Website users are encouraged [to contact the municipality](#) if they are unable to access a document posted on the municipal website.

2.5 Public Libraries

The [Town of Cobourg's Public Library Board](#) will provide access to, or arrange for the provision of access to, accessible materials where they exist. Accessible materials may include conversion ready format of print, digital, multimedia resources, or materials. The variety of these resources will be available upon request.

Integrated Accessibility Standards Policy

Due to the fragile nature of some special collections, archival materials, and rare books, these may not be available in accessible formats.

Through regular communication channels, the Town and the Cobourg Public Library Board will notify public about the availability of accessible formats of library materials.

3.0 Employment Standards

To help make hiring and employee support practices more accessible.

3.1 General Statement

The Town of Cobourg is committed to creating an inclusive work environment for all and providing accessibility for Persons with Disabilities throughout their employment in accordance with the requirements and timelines set out in the Employment Standards of the *Integrated Accessibility Standards Regulation* and the existing requirements under the *Ontario Human Rights Code*.

The Town of Cobourg will provide this information to new employees as soon as practicable after they begin their employment and provide updated information to all employees whenever there is a change to existing Town policies on the provision of job accommodation that takes into account an employee's accessibility needs due to a disability.

3.2 Recruitment

Throughout the recruitment process, all interested applicants will be notified about the availability of accommodations for Persons with Disabilities. A standard statement of commitment will be provided on all Town job postings.

During the recruitment process, applicants selected for the assessment or selection process will be notified that accommodations are available. If an applicant requests an accommodation, the Town will arrange for a suitable accommodation in a manner that takes into account the applicant's accessibility needs. The decision as to which accommodation is to be provided rests with the Town.

When making an offer of employment, the Town will notify the successful applicant of its policies for accommodating Employees with a Disability.

3.3 Accessible Formats and Communication Support of Employees

The Town will inform its employees of policies developed for those with a disability. This information will be provided to new employees as soon as practicable after they begin their employment.

Any changes to policies will be communicated through communication channels or through formats that take into account the employee's disability.

Integrated Accessibility Standards Policy

3.4 Workplace Emergency Response Information

At the request of the employee, the Town will provide Individualized Workplace Emergency Response Plans to employees. If an employee requests an Individualized Workplace Emergency Response Plan and identifies the need for assistance from a colleague(s), the Town will provide the information to the designated colleague(s). This information will be provided to the designated colleagues as soon as practicable after the Town becomes aware of the need for accommodation.

The employee's Individualized Workplace Emergency Response Plan will be reviewed when:

- The employee moves to a different location in the organization,
- The overall accommodation needs of the employee changes (as notified to the Town by the employee), and/or
- The Town's general emergency response policies are reviewed.

3.5 Documented Individual Accommodation Plans

The Individual Accommodation Plan template outlines the development process for individual accommodation plans for Employees with Disabilities. The following is included within the template:

- The manner in which an employee requesting an accommodation can participate in the development of their individualized accommodation plan,
- The means by which the employee is assessed on an individual basis,
- The manner in which the Town can request an evaluation by an outside medical or other expert, at the Town's expense, to determine if an how accommodation can be achieved,
- The frequency with which the individual accommodation plan will be reviewed and updated,
- The manner in which the individual accommodation plan will be reviewed,
- The manner which the reasons for the denial will be provided, if an accommodation plan is denied, and
- The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs.

Individual accommodation plans will, if requested, include any information regarding accessible formats and communication supports. If required, information regarding the Individualized Workplace Emergency Response Plan may be included.

3.6 Return to Work Process

The Town has in place an Early and Safe Return to Work Policy which outlines the Town's commitment to make every reasonable effort to provide temporary modified or suitable alternative duties to a worker who had been absent from work due to a

Integrated Accessibility Standards Policy

disability.

The Early and Safe Return to Work Policy outlines the steps the Town takes to facilitate the return of employees who were absent because of their disability. Individual Accommodation Plans are used during this process.

When employees are redeployed into the workplace, the Town will take into account the accessibility needs of the employee as well as the accommodations identified within the Individual Accommodation Plan.

3.7 Performance Management

The Town will take into account the accessibility needs of Employees with Disabilities and the documented Individual Accommodation Plan during all performance management processes.

3.8 Career Development and Advancement

The Town will take into account the accessibility needs of Employees with Disabilities and the documented Individual Accommodation Plan when providing career development and advancement.

4.0 Transportation

The Town of Cobourg is committed to providing Accessible Transit Services through conventional transit and specialized transit in accordance with the *Integrated Accessibility Standards* (Ontario Regulation 191/11) under the AODA and in particular, Part IV, Transportation Standards, of such Regulation.

This will be accomplished through the development and implementation of policies, practices, procedures, resources, equipment and training in the provisions outlined in the IASR under the AODA.

More information is available in the Town of Cobourg's Transportation Standard Multi-Year Accessibility Plan.

5.0 Built Environment

The Town of Cobourg shall comply with the AODA Design of Public Spaces Standards (Accessibility Standards for The Built Environment) when undertaking new construction and redevelopment of public spaces in the following areas:

- Recreational Trails and Beach Access Routes;
- Outdoor Public Use Eating Areas;
- Outdoor Play Spaces;
- Exterior Paths of Travel;
- Accessible Parking;
- Obtaining Services; and
- Maintenance of Accessible Elements.

Integrated Accessibility Standards Policy

The following policy does not apply to construction that is external to the Town of Cobourg for which the Town has provided a permit, however compliance with the AODA Built Environment Standards should be encouraged. The Town of Cobourg shall ensure that the Town's Accessibility Design Standards reflect the AODA Built Environment Standards.

6.0 Customer Service

To help remove barriers for people with disabilities so they can access goods, services or facilities.

6.1 General Statement

The Town of Cobourg is committed to the delivery of excellent customer service. The contents of this Policy are included in this document where appropriate.

6.2 Guide Dogs and Service Animals

If a Person with a Disability is accompanied by a guide dog or other service animal, the Town of Cobourg will permit the person to enter the premises with the animal and keep it with him or her. On request by Staff, the owner of the guide dog, service animal shall provide proof of registration and with an accreditation.

6.3 Support Persons

If a Person with a Disability is accompanied by a support person, they are permitted to enter the premises together and are not prevented from having access to each other while on the premises.

The Town may require a Person with a Disability to be accompanied by a support person while on its premises, but only if a support person is necessary to protect the health or safety of the Person with a Disability or the health or safety of others on the premises.

Where fees for goods and services are advertised or promoted by the Town, it will provide advance notice of the amount payable, if any, in respect of the support person.

6.4 Disruption of Services

If there is a temporary disruption in a particular facility or service used to allow a Person with a Disability to access goods or services, the Town will give notice of the disruption to the public.

6.5 Assistive Devices

If a Person with a Disability requires assistive devices to access goods or services of the Town, they are allowed to use such devices.

Integrated Accessibility Standards Policy

7.0 Review Period

This policy shall be reviewed annually and will be revised in light of any legislative changes. If there are legislative changes, review of this policy will be done within ninety (90) days of the legislation becoming law.

8.0 Regulatory Requirements

Failure to comply with the AODA regulations can result in administrative penalties as defined in Part V: Compliance of the *Integrated Accessibility Standards, Ontario Regulation 191/11*.

The Accessibility Directorate or a designate may issue an order against a person, organization or corporation to pay a penalty amount as a result of non-compliance with the AODA or the accessibility standard.

Scope

This Policy and its related procedures apply to the following, unless otherwise stated:

- All Town 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 Town, in accordance with the legislation.

Administration

The Chief Administrative Officer shall implement and administer the terms of this policy with the assistance of the Accessibility Coordinator.

Cross Reference

Other relevant documents and legislation:

- [Accessibility for Ontarians with Disabilities Act, 2005](#),
- [Accessible Customer Service Policy](#),
- [Accessible Workplace Policy](#),
- [Early and Safe Return to Work](#),
- [Integrated Accessibility Standards, Ontario Regulation 191/11](#),
- [Ontario Human Rights Code](#),
- [Town of Cobourg's Accessibility Advisory Committee](#),
- [Town of Cobourg's Multi-Year Accessibility Plan](#), and
- [Town of Cobourg's Transportation Multi-Year Accessibility Plan](#).



Corporation of the Town of Cobourg

Policy Title: Accessible Workplace and Customer Service

Division: General Administration
Effective Date: December 1, 2020

Department: Human Resources
Revision Date: December 1, 2021

Approval Level: Town Council

Contact Person: Accessibility Coordinator and/or Human Resources Generalist

Contact Information: accessibility@cobourg.ca

Section Number: 2-20

Policy Number: HR-AP-A12

Purpose

The Corporation of the Town of Cobourg is committed to providing quality goods and services that are accessible to all persons that we serve and in a manner that respects the dignity and independence of Persons with Disabilities.

This policy is drafted in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*, Accessibility Standards for Customer Service (Ontario Regulation 191/11), the *Ontario Human Rights Code*.

Policy

The Town of Cobourg is committed to meeting its current and ongoing obligations under the *Ontario Human Rights Code* respecting non-discrimination.

The Town of Cobourg 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 Persons with Disabilities under any other law.

The Town of Cobourg is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

The Town of Cobourg is committed to excellence in serving all customers including Persons with Disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for Persons with Disabilities.

The Regulation establishes accessibility standards specific to customer service for public sector organizations and other persons or organizations that provide goods and services to members of the public or third parties.

This policy addresses the following:

- The provision of goods and services to Persons with Disabilities,

Corporation of the Town of Cobourg

Policy Title: Accessible Workplace and Customer Service

- Communication with a Person with a Disability,
- The use of assistive devices by Persons with Disabilities,
- The use of service animals by Persons with Disabilities,
- The use of support persons by Persons with Disabilities,
- Notice of temporary disruptions in service and facilities,
- Training,
- Customer feedback regarding the provision of goods and services to Persons with Disabilities, and
- Notice of availability and format of documents.

Scope

This policy applies to all persons who deal with members of the public or third parties on behalf of the Town, whether the person does so as an employee, member of Council, volunteer, student placement or otherwise, and all persons who participate in developing the Town's policies, practices, and procedures governing the provision of goods and services to member of the public and third parties.

Application

1.0 Providing Goods, Services, or Facilities to Persons with Disabilities

The Town of Cobourg is committed to meeting its current and ongoing obligations under the *Ontario Human Rights Code* respecting non-discrimination.

The Town of Cobourg 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 Persons with Disabilities under any other law.

The Town of Cobourg is committed to complying with both the *Ontario Human Rights Code* and the AODA.

The Town of Cobourg is committed to excellence in serving all customers including Persons with Disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for Persons with Disabilities.

2.0 Assistive Devices

Corporation of the Town of Cobourg

Policy Title: Accessible Workplace and Customer Service

Persons with Disabilities may use their personal assistive devices when accessing our goods, services, or 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 or facilities.

We will 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 or facilities.

It is the responsibility of the Person with a Disability to ensure that their assistive device is operated in a controlled and safe manner at all times.

3.0 Communication

Communications from the Town of Cobourg to a Person with a Disability will be provided in such a manner which takes into account an individual's disability and addresses such forms as print material, social media posts, Council documents, video content, and the municipal website.

3.1 Communicating with the Public

Staff members who communicate with customers will be trained on how to interact and communicate with people who have various types of disabilities. This includes how to communicate with persons over the telephone in clear and plain language, to speak clearly, and to tailor their responses as much as possible in support of the individual.

3.2 The Town's Website

It shall be the policy of the Town of Cobourg to ensure that its website meets the World Wide Web Consortium Accessibility Guidelines 2.0 Level AA.

The Town will, upon request, provide or arrange for the provision of accessible formats and communication supports for Persons with Disabilities. Staff will consult with the requester on the most appropriate format and will make every effort to provide such information in a timely manner.

3.3 Council Documents and Public Information

The Town of Cobourg will ensure that all Persons with Disabilities are able to access all important documents and public information, including Council documents and others necessary to engage in public participation. Any questions customers may have about the content of a document will be answered in person, by telephone, or e-mail.

Corporation of the Town of Cobourg

Policy Title: Accessible Workplace and Customer Service

3.4 Correspondence, Invoices, and Other Documentation

The Town is committed to providing accessible information to the public. For this reason, upon request, correspondence, invoices, and other documentation will be provided in large print or by e-mail.

Staff may provide a document, or information contained in a document, in a format that takes into account the person's disability. Staff and the Person with a Disability may agree upon the format to be used for the document or information.

Any questions customers may have about the content of a document will be answered in person, by telephone, or e-mail.

4.0 Service Animals

We are committed to welcoming Persons with Disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties.

If a guide dog or other service animal accompanies a visiting Person with a Disability, the Town shall ensure that the person is permitted to enter the premises with the animal and keep the animal with them.

4.1 Exceptions to the Rule

Service animals will not be permitted:

- Where food preparation is being undertaken, and/or
- As otherwise disallowed by law.

If a service animal is excluded by law, the Town will ensure that alternate means are available to enable the Person with a Disability to obtain, use or benefit from the Town's goods and services. We will do the following to ensure Persons with Disabilities can access our goods, services or facilities by:

- Explaining why the animal is excluded, and/or
- Discussing with the customer another way of providing goods, services, or facilities.

4.2 Recognizing a Service Animal

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

Corporation of the Town of Cobourg

Policy Title: Accessible Workplace and Customer Service

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
- 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

4.3 Care and Control of the Animal

The Persons with a Disability who is accompanied by a service animal must maintain care and control of the animal at all times.

4.4 Allergies

If a customer or staff member has a severe allergy to animals, which could result in health and safety concerns, the Town shall make reasonable efforts to meet the needs of all individuals.

5.0 Support Persons

The Town is committed to welcoming people with disabilities who are accompanied by a support person. If a support person accompanies a visiting Person with a Disability, the Town shall ensure that both persons are entitled to enter the premises together and that the Person with a Disability is not prevented from having access to the support person while on the premises.

5.1 When a Support Person may be Required

The Town may require a visiting person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the Person with a Disability or the health and safety of others on the premises.

5.2 Fees and Admission

Corporation of the Town of Cobourg

Policy Title: Accessible Workplace and Customer Service

If an amount is payable by a support person for admission to the premises or in connection with a support person's presence at the premises the Town shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person by posting notice of fees for support persons wherever fees are posted.

6.0 Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities the Town of Cobourg will notify customers promptly.

6.1 Unplanned Service Disruptions

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.

Notice may be given by posting the information at a conspicuous place at the municipal office and other relevant premises owned or operated by the municipality, and by posting it on the municipality's website or by such other method as is reasonable in the circumstances.

6.2 Planned Service Disruptions

In the event of a planned disruption to occur on a specified date(s), notice shall be provided:

- On-site,
- The municipal website, and
- Contact directly with an individual with a pre-scheduled appointment, as applicable.

7.0 Training

The Town of Cobourg will provide accessible customer service training to:

- All employees and volunteers,
- Anyone involved in developing our policies, and
- Anyone who provides goods, services, or facilities to customers on our behalf.

7.1 Training Schedule

Staff will be trained on accessible customer service before their work term begins or within ten (10) days after being hired.

Corporation of the Town of Cobourg

Policy Title: Accessible Workplace and Customer Service

7.2 Training Subjects

Training will include:

- The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard,
- The Town of Cobourg's policies related to the Customer Service Standard in *Ontario Regulation 191/11*,
- How to interact and communicate with people with various types of disabilities,
- How to interact with Persons with Disabilities who use an assistive device or require the assistance of a service animal or a support person,
- How to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to Persons with Disabilities, and
- What to do if a Person with a Disability is having difficulty in accessing the Town of Cobourg's goods, services, or facilities.

Staff will also be trained when changes are made to our accessible customer service policies.

7.3 Training Records

Training records shall be kept, including the dates when the training is provided, number of individuals to whom the training was provided and the signature of all those individuals trained on a particular date.

8.0 Feedback Process

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

Customers who wish to provide feedback on the way the Town of Cobourg provides goods, services or facilities to Persons with Disabilities can provide feedback in the following way(s):

- Through our Report It feature on the website,
- In person,
- By telephone, and
- By email.

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

- A service notification will be given to the Accessibility Coordinator,
- The Accessibility Coordinator

Customers can expect to hear back within seven (7) business days.

Corporation of the Town of Cobourg

Policy Title: Accessible Workplace and Customer Service

The Town of Cobourg will make sure our feedback process is accessible to Persons with Disabilities by providing or arranging for accessible formats and communication supports, on request.

9.0 Notice of Availability of Documents

The Town of Cobourg will notify the public that documents related to accessible customer service, are available upon request [by contacting the Accessibility Coordinator](#).

In addition, a copy of this policy is available on [the Town's website under the Accessibility section](#).

The Town of Cobourg will provide this document 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.

10. Modifications to This or Other Policies

Any policies of the Town of Cobourg that do not respect and promote the principles of dignity, independence, integration and equal opportunity for Persons with Disabilities will be modified or removed.

Administration

The Chief Administrative Officer shall implement and administer the terms of this policy and shall establish related operating procedures as required. This will be done with the assistance of the Accessibility Coordinator.

Cross Reference

Other relevant documents and legislation:

- [Accessibility for Ontarians with Disabilities Act, 2005](#),
- [Accessible Customer Service Policy](#),
- [Accessible Workplace Policy](#),
- [Early and Safe Return to Work](#),
- [Integrated Accessibility Standards, Ontario Regulation 191/11](#),
- [Ontario Human Rights Code](#),
- [Town of Cobourg's Accessibility Advisory Committee](#),
- [Town of Cobourg's Multi-Year Accessibility Plan](#), and
- [Town of Cobourg's Transportation Multi-Year Accessibility Plan](#).



Moved By _____

Last Name Printed _____

Resolution No.:

Seconded By _____

Last Name Printed _____

Council Date:

October 13, 2020

WHEREAS at the Committee of the Whole Meeting on Wednesday October 7, 2020 Council considered a memo from the Director of Public Works, regarding Municipal Parking and Transit Fare Update in the Town of Cobourg;

NOW THEREFORE BE IT RESOLVED THAT Council permit Staff to re-implement the collection of fares for downtown parking and transit when Victoria Hall is open to the public; and

FURTHER THAT Staff ensure that a minimum of two weeks' notice is provided to the public through all available media outlets; and

FURTHER THAT Council direct Staff to continue with reduced service hours until January 18, 2021 for conventional transit and to implement normal operational hours for Extended Specialized Wheels Service; and

FURTHER THAT Council ask the accessibility committee to look into free parking in all accessible parking spaces in the Town of Cobourg to see if it is feasible to implement and bring a recommendation to Municipal Council.