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## Policy Statement:

At the County of Perth, we are committed to providing equal treatment to people with disabilities with respect to the use and benefit of County services, programs, goods and facilities in a manner that respects their dignity, independence, integration and is equitable in relation to the broader public. This commitment extends to residents, employees, visitors and other stakeholders with visible and non-visible disabilities.


This policy provides guidance on how the County of Perth ensures all goods, services, programs and facilities are approached in an inclusive manner that takes into account the needs of persons with disabilities.

This policy replaces **Section XI- Policy ACC-1.01, Accessible Customer Service** in order to incorporate into one policy all of the standards outlined in the Accessibility for Ontarians with Disabilities Act 2005, S.O. 2005, c. 11 (the AODA).

## Purpose:

This policy is intended to provide the overarching framework to guide, review and develop other County policies, procedures, By-laws and guidelines, in order to comply with standards developed under the Accessibility for Ontarians with Disabilities Act 2005, S.O. 2005, c. 11 (the AODA). The AODA sets out a road map for an accessible Ontario by 2025 with mandatory and enforceable standards including:

- Customer Service Standards
- Information and Communications Standards
- Employment Standards
- Transportation Standards
- Built Environment Standards

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The **Customer Service Standard** became law (Ontario Regulation 429/07) on January 1, 2008, and the County of Perth has complied with this standard since January 1, 2010.


The next three standards – **Information and Communications, Employment and Transportation** – are all part of the **Integrated Accessibility Standard Regulation** or IASR (Ontario Regulation 191/11), which is in line with the Ontario Government intent to “streamline, align and phase-in accessibility requirements and allow for progress on accessibility and reduce the regulatory burden for obligated organizations”. There are also a number of General Requirements which refer to the Establishment of Accessibility Policies, Multi-year Accessibility Plans, Procuring or Acquiring Goods, Services or Facilities, Self-Service Kiosks and Training, all of which are an integral part of the IASR. This regulation came into force July 1, 2011.

The accessibility standards for the **Built Environment** focus on removing barriers in two areas:

1. **Public Spaces:** The Design of Public Spaces Standard became law in December 2012. This standard applies only to new constructions or major renovations being designed for outdoor elements. The Township of Perth South must comply with this standard by January 1, 2016.
2. **Buildings:** Ontario's Building Code has been amended to include enhancements to accessibility in buildings. As of January 1, 2015, new construction and renovations will be subject to updated accessibility requirements.

**Application:**

This policy applies to all County employees (including Library Boards) volunteers, agents, those who develop policies and govern the provision of goods, services or facilities to the public or other third parties on behalf of the County, in accordance with the legislation.

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### Process:


County services, programs, goods and facilities are to be available to persons with disabilities, taking into account their disability in a manner that:

- Is free from discrimination and reflects the principles of dignity and independence;
- Seeks to provide inclusive and integrated services;
- Identifies, prevents and removes barriers for persons with disabilities in the County of Perth's goods, services, programs and facilities;
- Provides for equal opportunity for people with disabilities to obtain, use and benefit from the goods, services, programs and facilities in the County;
- Strives to meet and/or accommodate the accessibility needs of persons with disabilities in a timely manner, at no greater cost than that for persons without disabilities;
- Promotes accessibility through the development of policies, procedures and practices that consider persons with disabilities, and;
- Takes into consideration a person's disability.

## Policy Requirements

### General Standards

The County of Perth is a large designated public sector organization under the AODA and is committed to meeting the accessibility needs of persons with disabilities. This policy, Corporate Accessibility, is to function as an umbrella policy for the requirements and standards developed under the AODA.

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### Accessibility Advisory Committee

The County of Perth and its Member Municipalities, have established an advisory committee with a majority of individuals whom are persons with disabilities. The Accessibility Advisory Committee (AAC), with the guidance of the Accessibility Coordinator (AC), shall advise Council about the requirements and implementation of the AODA accessibility standards, preparation of accessibility reports, including access for persons with disabilities to a building or premises, awareness and education and other matters for which Council may seek advice and consultation.

### Accessibility Planning

The County of Perth will establish, implement, maintain and document a Multi-year Joint Accessibility Plan in consultation with persons with disabilities and the municipal accessibility advisory committee, in accordance with the **Accessibility for Ontarians with Disabilities Act, 2005**. The Joint Multi-year Accessibility Plan will outline the ways the County of Perth and its Member Municipalities will prevent and remove barriers and meet the requirements of the standards developed under the **Accessibility for Ontarians with Disabilities Act, 2005**. The plan will be posted on the County's website and shall be made available in an accessible format and with communication supports, upon request. Progress on the implementation of the plan will be provided annually in the County of Perth Joint Accessibility Plan update report to Council. The accessibility plan shall be reviewed and updated at least once every five (5) years.

The County of Perth maintains policies governing how the County shall meet its requirements under the AODA, and the County will provide polices in an accessible format, upon request.

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### **Accessible Formats and Communication Supports**

Except as otherwise provided in the AODA, the County of Perth 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. 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 others persons.

When it is not practicable to provide an alternative format or to provide communication supports, the County of Perth Staff will work with the requestor to determine an appropriate method of communication.


This does not apply to products, products labels, unconvertible information or communications and information that the County does not control directly or indirectly through contractual relationships. If it is determined that information or communication are unconvertible, the department shall provide the person requesting the information or communication with:

- i. An explanation as to why the information or communications are unconvertible;
- ii. A summary of the unconvertible information or communications.

### **Documentation**

Documentation that describes this Policy and each of its requirements shall be maintained on the County of Perth's intranet for employee reference, and on the County of Perth's website [www.perthcounty.ca](http://www.perthcounty.ca) , and provided to individuals in an accessible format or communication support, upon request.

Should County staff be unable to provide a requested accessible format or communication support, staff shall provide, upon request, an explanation.

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Review and amendments of this document will be the responsibility of the Accessibility Coordinator, in consultation with the Human Resources Manager and CAO.

**Feedback**

The ultimate goal of the County of Perth is to meet and surpass customer expectations while serving customers with disabilities. Comments on the County’s services regarding how well those expectations are being met, are welcomed and appreciated.


- i. The County of Perth will provide, upon request, accessible formats and communication supports when seeking public input, feedback, and advise, when practicable. Feedback will be provided to the relevant County staff member, and follow up shall occur by the Accessibility Coordinator as appropriate.

Phone: 519-271-0531 x 141

Email: [accessibility@perthcounty.ca](mailto:accessibility@perthcounty.ca)

Mail: Accessibility Coordinator  
 Corporation of the County of Perth  
 1 Huron Street  
 Stratford, ON N5A 5S4

- ii. A response will be provided within 30 days, in the same manner as the comment or concern was received. Should County staff be unable to provide a requested accessible format or communication support, we will work with the citizen to determine alternate means for participation in citizen feedback.
- iii. Concerns may also be discussed in-person by bringing them to the attention of staff, requesting to speak with a manager, or arranging an appointment with the Accessibility Coordinator.

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- iv. When a comment or concern is received by the Accessibility Coordinator, they will notify the Director responsible for the department, and the Accessibility Coordinator will aid the Director in developing a resolution.
- v. If deemed appropriate, a concern regarding the provision of accessible goods and services may be directed to the Perth County Accessibility Advisory Committee for recommendations on how to address the comment or concern.
- vi. If agreement on the resolution of a concern cannot be reached between the appropriate Director or designate and the complainant, the matter will directed to the Chief Administrative Officer (CAO) for disposition.
- vii. If the CAO is unable to provide a satisfactory resolution to the concern, the complainant has the option of presenting the concern to County Council for final disposition.
- viii. A notice encouraging feedback will be posted at all County of Perth service counters and the County website ([www.perthcounty.ca](http://www.perthcounty.ca)) and full copies of the feedback process will be available upon request. Staff will draw attention to the request for feedback for customers unable to read the notice.

**See XI AC-1.02 Appendix A: Feedback Notice**

**Procurement of Goods, Services, Facilities and Kiosks**

Whenever possible, County of Perth staff will take into account the accessibility features and criteria of goods, services, and facilities procured, purchased, or acquired. When not practicable to incorporate accessibility criteria and features when procuring goods, services or facilities, staff shall provide, upon request, an explanation.




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## Training

- i. County employees, volunteers, councillors, and third parties providing goods, services, programs and facilities on the County's behalf shall be required to undergo training on the purposes and requirements of:
  - **Accessibility for Ontarians with Disabilities Act (AODA), 2005;**
  - **Ontario Regulation 429/07 Accessible Standards for Customer Service, 2007;**
  - **Ontario Regulation 191/11 Integrated Accessibility Standards Regulation (IASR), 2011; and**
  - **The Ontario Human Rights Code** (as it pertains to persons with disabilities).
- ii. The training provided shall be appropriate to the duties of the employee, volunteer, council or third party.
- iii. Training for the IASR shall take place by January 1, 2014, or as soon as practicable.
- iv. Training will be provided as soon as possible after hire, incorporated into the existing orientation process, led by the Accessibility Coordinator (including volunteers and students).
- v. Upon completion of the training, the County shall keep a record of the training provided, including the name of the person, location and the date completed.
- vi. The training of County Councillors will occur at the lower tier level.
- vii. Committee members who are not a part of staff or council (citizen members) will receive training as soon as possible after appointment.
- viii. Should there be a change to this or other policies that refer to accessibility, training will be provided as soon as practicable.



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### **Non-Compliance**

For employees, failure to comply with this policy may result in disciplinary action up to and including termination.

For all other persons representing the County of Perth as elected or appointed officials, action will be determined by Council for failure to comply with this policy.

### **Customer Service Standard**


At the County of Perth, we are committed to providing equal treatment to people with disabilities with respect to the use and benefit of County services, programs, goods and facilities in a manner that respects their dignity, independence, integration and is equitable in relation to the broader public. This commitment extends to residents, employees, visitors and other stakeholders with visible and non-visible disabilities.

### **Admission fees**

If the County charges an admission fee to the premises or programs or in connection with a person's presence at the premises, the County of Perth will waive the fee for support persons.

### **Assistive devices**

- i. County employees, volunteers and third party contractors shall accommodate the use of personal assistive devices including but not limited to, wheelchairs, canes, walkers, scooters, Braille display and communication boards.
- ii. Should a person with a disability be unable to access the County's services through the use of their own personal assistive device, the County of Perth will ensure the following measures are taken:

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- a. Assess service delivery and potential service options to meet the needs of the individual; and
- b. Identify alternative services and how a person with a disability can access the services, either temporarily or on a permanent basis.
- iii. Assistive devices that are purchased or provided by the County for access to specific services and programs shall be kept in good working order and the public shall be informed of their availability. Further, the County will ensure that relevant staff is trained on the use of all assistive devices available for their customers at the location(s) in which they provide service.

For example, the operation of the Courthouse Lift.

**See XI AC-1.03 Appendix B: Assistive Device Instruction Manual**


### **Contractors**

The County of Perth will ensure that all employees, volunteers, agents and others who deal with the public or other third parties on our behalf, or who are involved in developing policies, practices and procedures that govern the provision of our goods and services will receive training on the accessible provision of its goods and services to persons with disabilities.

With regards to contracted companies or individuals, contractors who meet the criteria outlined above will provide us with documentation indicating that training in accordance with the requirements of regulation 429/07 has been provided to all of their staff who will be providing goods and services on our behalf.

**See XI AC-1.04 Appendix C: Guidelines for Determining Contractor Training Requirements.**


**See XI AC-1.05 Appendix D: Form C – Contractor Accessibility Agreement**

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### Notice of Service Disruption

- i. In the event that there is a temporary service disruption in the availability of facilities, programs, services or goods used by persons with disabilities (for example, temporary loss of lift service), the County shall give notice to the public of the reason for the disruption, the date(s) of disruption, the anticipated duration and a description of alternative facilities or services, if any, that are available.
- ii. Such notice may be provided by a variety of methods, using **Form B – Notice of Service Disruption**, depending on the circumstances, and may include postings in conspicuous places at the affected premises, other County facilities, and the County’s website [www.perthcounty.ca](http://www.perthcounty.ca) . If the County website should expect a temporary service disruption, advance notice, where possible, will be provided on the website. If deemed appropriate and time permits, planned disruptions of services may also be published in local newspapers and broadcast on local radio stations.
- iii. Ensuring the posting of Form B at the facilities will be the shared responsibility of the Facilities Supervisor and Facilities Maintenance. The Facilities Supervisor and Facilities Maintenance will also have the responsibility of providing a copy of Form B to the Technology Services Department, who will be responsible for posting its contents on the Perth County website.
- iv. Notice will be given in as much advance as possible, however in the event of an unplanned service disruption, notice will be given as soon as feasibly possible in the manner described in this section.

**See XI AC-1.06 Appendix E: Form B – Notice of Service Disruption**

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### Service animals

County employees, volunteers and third party contractors shall accommodate the use of service animals by people with disabilities who are accessing County services or goods unless the animal is otherwise excluded by law, such as food preparation areas as prohibited by Food Premises, R.R.O. 1990, Reg. 562 under the Health Protection and Promotion Act, R.S.O. 1990, c. H.7. See Definitions for a detailed description of Service Animals.


In the case where a service animal is excluded from the premises by law, the County will ensure that other measures are available to enable the person with the disability to obtain or benefit from the use of the County's goods and services.

This could include:

- a) Offering the person with a disability a safe place for their animal to remain while obtaining goods or services, along with personal support in obtaining the goods and services; or
- b) Offering goods and services at an alternate location that allows for service animal accompaniment.


### Support persons

- i. Where a person with a disability accessing County goods or services is accompanied by a support person, employees, volunteers and third party contractors shall ensure that both persons are permitted to enter the premises together and shall ensure that the person with a disability can access the support person while on the premises.
- ii. If a fee is required for admission to the premises or in connection with a person's presence at the premises, the County of Perth will waive the fee for support persons. Furthermore,

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- a. All advertising indicating the fee amounts will also indicate the fees do not apply to support persons.
- b. Members of the public should notify a staff member about the presence of a support person.
- iii. When attended by a support person, consent from the person being supported must be obtained prior to disclosing confidential information.
- iv. Support persons may be required to sign a confidentiality agreement in some situations.
- v. The County of Perth reserves the right to request a person with a disability to be accompanied by a support person in the event that it is considered necessary to protect the health and safety of the person with the disability or others on the premises.

**See Definitions for a detailed description of Support Persons.**

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## Information and Communications Support Standard

### Accessible Websites and Web Content

Internet websites and web content controlled directly by the County of Perth or through a contractual relationship that allows for modification of the product shall conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A and AA in accordance with the schedule set out in the AODA Integrated Accessibility Standards.

### Communication


- i. When communicating with a person with a disability, County employees, volunteers and third party contractors shall do so in a manner that takes into account the person's disability. Guidelines for communicating with people who have various types of disabilities are provided in: **XI AC-1.07 Appendix F: - Guidelines-Communicating with Customers.**
- ii. The County of Perth will ensure staff who communicates with customers and third parties are trained on how to interact and communicate with people with various types of disabilities.
- iii. The County will offer a variety of communication methods for people to access goods, services and facilities to allow individuals to select the method most accessible to them.

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### Format of Documents and Information

- i. The County of Perth will notify the public about the availability of accessible formats and communication supports.
- ii. Upon request, the County of Perth will provide County documents (e.g. forms, print materials, bills, etc.) or the information contained within the documents in formats that take into account a person's disability.
- iii. The County of Perth will consult the person requesting the document to determine what a reasonable accessible alternate format of the document or information would be.
- iv. When staff receive a request for alternative format they should fill out **Form A: Request for Information and Assistance in an Alternative Format (See XI AC-1.08 Appendix G)**, and submit the form to the Accessibility Coordinator. The Accessibility Coordinator will work with the Director of the department of origin to fulfill the request using: **XI AC 1.09 Appendix H: Guidelines for the Formatting of Documents and Information**
- v. The time frame attached to the conversion process will vary depending on the media chosen, the size, complexity, quality of source documents and number of documents to be converted. Documents will be returned in a timely manner with consideration of these factors.
- vi. Should documents contain information required by the customer sooner than the conversion will be ready; the information will be communicated in a way that is accessible to the customer.
- vii. Customers will not be charged fees for documents in alternative formats that exceed the fees charged for the document in its original state.



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## Emergency Procedures, Plans and Information

The County shall provide all existing public emergency procedures, plans and public safety information, upon request, in an accessible format or with appropriate communication supports in a timely manner.

## Terminology

When referring to people with disabilities, County employees, volunteers and third party contractors shall use terminology that adheres to guidelines provided in the County of Perth Accessibility Training for Customer Service.


## Employment Standard

### Recruitment

The County of Perth shall post information about the availability of accommodations for applicants with disabilities in its recruitment process. Job applicants who are individually selected for an interview and/or testing shall be notified that accommodations for material to be used in the process are available, upon request. The County shall consult with any applicant who requests an accommodation in a manner that takes into account the applicant's disability. Successful applicants shall be notified about the County's policies for accommodating employees with disabilities as part of their offer of employment.

### Employee Supports

The County will inform employees of the policies used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. The County will provide this information to new employees as soon as practicable after they begin their

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employment, and updated information will be provided to all employees whenever there is a change to existing policies on the provision of job accommodations.

### **Accessible Formats and Communication Supports for Employees**

Upon an employee's request, and completion of the **Form A – Request for Information and Assistance in an Alternative Format (See XI AC-1.08 Appendix G)**, the County shall consult with the employee to provide for or arrange for the provision of accessible formats and communications supports 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.


The County will consult with the employee making the request in determining the suitability of an accessible format or communication support.

### **Workplace Emergency Response Information**

If an employee's disability is such that workplace emergency response information is necessary and the County is aware of the need for accommodation, this information shall be provided to employees. In addition, this information shall be provided, with the employee's consent, to the person(s) designated to provide assistance. The information shall undergo review when the employee moves to a different location, when the employee's overall accommodation needs or plans are reviewed and when the County reviews its general emergency response plan.

A process has been established in order to allow communication between the County and employees regarding the provision of accessible formats and communication supports for Workplace Emergency Response Information.

### **See XI AC-1.10 Appendix I: Human Resources Policy IV-10 Individualized Workplace Emergency Response**

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**See XI AC-1.11 Appendix J: Procedure - WORKPLACE EMERGENCY RESPONSE INFORMATION**

**See XI AC-1.12 Appendix K: Form A –Memo WORKPLACE EMERGENCY RESPONSE IDENTIFICATION**

### **Documented Individual Accommodation Plans**

A written process for the development and maintenance of documented individual accommodation plans will be developed for employees with disabilities, if requested. These plans shall include information regarding accessible formats and communications supports. If requested, the plans shall include individualized workplace emergency response information.

**See XI AC-1.13 Appendix L: Form B –Worksheet EMPLOYEE EMERGENCY INFORMATION**


**See XI AC-1.14 Appendix M: Form C – EMPLOYEE EMERGENCY RESPONSE PLAN TEMPLATE**

### **Return to Work Process**

The County shall have in place a documented return to work process for employees returning to work due to disability and requiring disability-related accommodations. This return to work process shall outline the steps that the County shall take to facilitate the return to work. **See County of Perth Health & Safety Manual Policy 9.1 Early & Safe Return to Work.**

### **Performance Management and Career Development and Redeployment**

The County shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans when providing career development, performance management and when considering redeployment.

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## Transportation Standard

The County of Perth does not currently licence any conventional, specialized or public transportation services, nor does the County licence taxicabs. As a result, the County of Perth has no obligations to meet under the Transportation Standard of the IASR.

However, the County of Perth is committed to ensuring that people with disabilities have information on accessible public transportation services available within the County. In order to meet this commitment, the Accessibility Coordinator will compile and maintain a listing of available accessible transportation services provided by organizations servicing the lower tier municipalities, the City of Stratford and the Town of St. Marys, and surrounding areas within the County of Perth. This listing will be posted on the County website, and will be available in alternate formats, upon request.

## Built Environment Standard


The Built Environment Standard helps to remove barriers for persons with disabilities in outdoor public spaces and buildings.

### Design of Public Spaces:

Ontario Regulation 413/12 made under the Accessibility for Ontarians with Disabilities Act, 2005, was published on December 17, 2012. This regulation amends Ontario Regulation 191/11, the Integrated Accessibility Standards Regulation (IASR) by adding the following part:

Part IV.1 Design of Public Spaces Standards (Accessibility Standards for the Built Environment).

As a large public sector organization, this Part applies to the County of Perth and its Member Municipalities, including the Township of Perth South, and applies, except as otherwise specified, to public spaces that are newly constructed or redeveloped on and after January 1, 2016, and that are covered by this Part.

	<b>County of Perth</b> Corporate Policies		
Section Number XI	Accessibility		
Policy Number XI AC-1.01	<b>Corporate Accessibility Policy &amp; Procedures</b>		
Amended by Council: April 4, 2014  Effective: April 4, 2014	Supersedes: XI AC-1.01 Corporate Accessibility Policy & Procedures (February 7, 2013)	Coverage: All employees, elected and appointed officials, volunteers, agents and others working on behalf of the County of Perth	Page 20 of 24

## Ontario Building Code

On December 27, 2013, Ontario Regulation 368/13 was filed to amend the new 2012 Building Code, O.Reg. 332/12.

The effective date of the amendment is January 1, 2015.


The amended requirements will substantially enhance accessibility in newly constructed buildings and existing buildings that are to be extensively renovated.

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) allows provisions for the Accessibility Advisory Committee to request site plans and drawings described in Section 41 of the Planning Act to review. In order to assist municipalities in Perth South Township to fulfill their obligations in a timely manner, **Site Plan Control Guidelines (XI AC-1.15 Appendix N)**, including an Accessible Design Checklist were created by the Accessibility Advisory Committee to ensure that developments being approved under the site plan control process are accessible and have regard for persons with disabilities.

## Responsibilities

The Accessibility Coordinator in the Office of the Chief Administrative Officer is responsible for reviewing this Policy annually and recommending amendments to ensure on-going compliance with regulated accessibility standards and legislated obligations.

- The Accessibility Coordinator shall provide advice and direction on the implementation of this Policy.
- The Accessibility Coordinator shall provide training to new employees and existing staff on understanding this Policy.
- Supervisors and managers shall ensure that they and their staff are familiar with and comply with this Policy.

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- County Council and staff are responsible for adhering to the parameters of this policy and for ensuring needs of persons with disabilities are addressed in goods, services, programs and facilities.

## References

[Ontarian's with Disabilities Act \(ODA\)](#)

[Accessibility for Ontarians with Disabilities Act AODA](#)

[AODA Customer Service Regulation](#)

[AODA Integrated Accessibility Standards Regulation](#)

[County of Perth Accessibility Policy and Procedures Manual: Accessible Customer Service](#)

## Legislative and Administrative Authorities

Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11

Accessibility Standards for Customer Service, O. Reg. 429/07


Integrated Accessibility Standards, O. Reg. 191/11

Human Rights Code, R.S.O. 1990, c. H.19

## Definitions

**Accessibility** – a general term used to describe the degree of ease that something (e.g. device, service, environment) can be used and enjoyed by persons with a disability. The term implies conscious planning, design and/or effort to ensure it is barrier-free to persons with a disability, and by extension, highly usable and practical for the general population as well.

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

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**Barrier** – means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including physical barriers, architectural barriers, an information or communications barrier, and an attitudinal barrier, a technological barrier or a policy or practice.

**Communication Supports** - may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

**Disability** – is defined, per Section 2 of the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 and the Human Rights Code, R.S.O. 1990, c. H.19, as follows:


- 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 impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- 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.”

**Kiosk** – 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.

**Service Animals** – are defined, per Section 4(9) of the Accessibility Standards for Customer Service, O. Reg. 429/07, as follows:

“an animal is a service animal for a person with a disability:



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- a. if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- b. if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.”

**Support Person** – is defined, per Section 4(8) Accessibility Standards for Customer Service, O. Reg. 429/07, as follows:

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

**Unconvertible** - information or communications are unconvertible if it is not technically feasible to convert the information or communications or the technology to convert the information or communications is not readily available.


## Enquires

For further information regarding this Policy, contact:  
 County of Perth Accessibility Coordinator  
 Human Resources Division, Office of Chief Administrative Office

Phone: 519-271-0531 x 141

Email: [accessibility@perthcounty.ca](mailto:accessibility@perthcounty.ca)

Mail: Accessibility Coordinator  
 Corporation of the County of Perth  
 1 Huron Street  
 Stratford, ON N5A 5S4

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## Appendices

- XI AC-1.02 Appendix A:** Feedback Notice
- XI AC-1.03 Appendix B:** Assistive Device Instruction Manual
- XI AC-1.04 Appendix C:** Guidelines for Determining Contractor Training Requirements.
- XI AC-1.05 Appendix D:** Form C – Contractor Accessibility Agreement
- XI AC-1.06 Appendix E:** Form B – Notice of Service Disruption
- XI AC-1.07 Appendix F:** Guidelines – Accessibility Guidelines for Communicating with Individuals with Disabilities
- XI AC-1.08 Appendix G:** Form A – Request for Information and Assistance in an Alternative Format
- XI AC-1.09 Appendix H:** Guidelines for the Formatting of Documents and Information
- XI AC-1.10 Appendix I:** HR Policy IV-10 Individualized Workplace Emergency Response
- XI AC-1.11 Appendix J:** Procedures - Workplace Emergency Response Information
- XI AC-1.12 Appendix K:** Form A –Memo Workplace Emergency Identification
- XI AC-1.13 Appendix L:** Form B –Worksheet Employee Emergency Information
- XI AC-1.14 Appendix M:** Form C –Employee Emergency Response Plan Template
- XI AC-1.15 Appendix N:** Site Plan Control Guidelines

### See also:

- HR Policy III-2 – Respect in the Workplace
- Health & Safety Policy 9.1 - Early & Safe Return to Work.
- HR Form V-1a – Employee Orientation Checklist
- Finance: III FI-1.01 – Procurement Policy