



Report to: General Committee

Meeting Date: May 27, 2013

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**SUBJECT:** Integrated Accessibility Standards Regulation Policy, Ontario Regulation 191/11  
**PREPARED BY:** Warren Rupnarain, Accessibility Coordinator (ext. 3542)

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**RECOMMENDATION:**

- 1) That the report dated May 27, 2013 “Integrated Accessibility Standard Regulation Policy, Ontario Regulation 191/11” be received;
- 2) That Council approve the “Integrated Accessibility Standards Regulation Policy” effective July 1, 2013 (Attachment 1); and
- 3) That staff be authorized and directed to do all things necessary to implement the actions set out in this report.

**EXECUTIVE SUMMARY:**

**Not Required**

**PURPOSE:**

The Purpose of this report is to seek Council’s approval of the “Integrated Accessibility Standards Regulation Policy”. (Attachment 1)

**Note:** This policy is not intended to replace or supersede the City of Markham’s Accessible Customer Service Policy that was approved by Council on June 1, 2009.

**BACKGROUND:**

In a report to General Committee on June 1, 2009, the Committee was advised of the mandatory accessible customer service requirements under the Accessibility Standards for Customer Service, Ontario Regulation 429/07. This regulation was made under the Accessibility for Ontarians with Disabilities Act (AODA). The City adopted its accessible customer service policy on January 1, 2010 to meet the requirements of this regulation.

In 2011, the Integrated Accessibility Standards Regulation, Ontario Regulation, 191/11, under the Accessibility for Ontarians with Disabilities Act, 2005, was released. The Integrated Accessibility Standards Regulation integrates the information and communications standards, employment standards and transportation standards.

Organizations subject to the Integrated Accessibility Standards Regulation include the following:

- Large designated public sector organizations (50+ employees);
- Small designated public sector organizations (less than 50 employees);
- Large private or not-for-profit sector organizations (50+ employees); or
- Small private or not-for-profit sector organizations (less than 50 employees).
- The government of Ontario and Legislative Assembly

The City of Markham is a large public sector organization.

Penalties for non-compliance with the Integrated Accessibility Standards Regulation can range from 5 to 15 thousand dollars.

#### **OPTIONS/DISCUSSION:**

In accordance with the requirements of Ontario Regulation 191/11, the proposed policies, practices and procedures are consistent with the following principles:

- Reflects the principles of dignity and independence
- Seeks to provide integrated services
- Persons with disabilities must be provided with an opportunity equal to that given to others to obtain, use and benefit from goods or services.

Under the proposed policy, the City of Markham will:

- Establish, implement, maintain and document a multi-year corporate accessibility plan that outlines its strategy to prevent and remove barriers, and meets its requirements under the Integrated Accessibility Standards Regulation.

As required by the Integrated Accessibility Standards Regulation, the City shall ensure that the following persons are provided training on the requirements of the accessibility standards referred to in the Integrated Accessibility Standards Regulation and on the Human Rights Code, as it pertains to persons with disabilities:

- All employees and volunteers;
- All persons who participate in developing the organization's policies; and
- All other persons or third parties who provide goods, services or facilities on behalf of the organization. The City will ensure third parties are trained through its procurement process.

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Training will occur as soon as it is practical, on an ongoing basis and be coordinated by the Accessibility Coordinator. Training on the requirements of the Integrated Accessibility Standards Regulation and the Human Rights Code shall be appropriate to the duties of the employees, volunteers and other persons. Record of the training, including the dates provided, shall be kept by the Accessibility Coordinator. Human Resources will also keep a copy.

Also, under the proposed policy the City will do the following:

- Ensure accessibility is considered during the procurement process
- Ensure information and communication is accessible
- Ensure the employment process is accessible
- Ensure Markham's website is accessible
- Determine the demand and feasibility of accessible taxis in Markham

## **FINANCIAL CONSIDERATIONS:**

The City will incur costs if an individual requests a document in an alternative format. Alternative formats can include printing documents in a larger font, putting documents onto a CD, providing documents in audio format and reading a document to a customer with a disability.

Staff report no requests for documents in alternative formats in recent years. While awareness of the proposed "accessible customer service policy" may generate requests for documents in alternative formats, staff do not anticipate many requests. Many alternative formats can be produced in-house at no or minimal cost. A prime example of this is printing documents in a larger font size.

The most expensive alternative format would be translation into Braille. If an individual would like a fifteen hundred word document translated into Braille, it would cost approximately fifty dollars.

Staff do not anticipate any significant financial impact. Any costs incurred will be funded from the Accessibility Operating Account (Account#750-101-4299-13300).

## **HUMAN RESOURCES CONSIDERATIONS**

The proposed "Integrated Accessibility Standards Regulation" policy has no implications for the Collective Bargaining Agreements.


**ALIGNMENT WITH STRATEGIC PRIORITIES:**

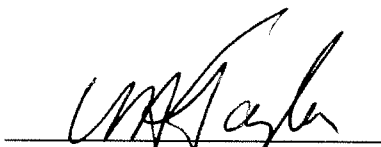
This policy aligns directly with the Social Equity priority of the Greenprint as it promotes an inclusive community where people of all ages, backgrounds and abilities can thrive.

**BUSINESS UNITS CONSULTED AND AFFECTED:**

Asset Management  
Human Resources  
By-Laws  
Purchasing  
ITS  
Library  
Legal  
Clerks  
Corporate Communications & Community Engagement  
Contact Centre  
Sustainability Office

**RECOMMENDED  
BY:**

  
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Graham Seaman, Senior  
Manager, Sustainability

  
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Andy Taylor, CAO

**ATTACHMENTS:**

Integrated Accessibility Standards Regulation Policy (Attachment 1)  
Accessible Customer Service Policy (Attachment 2)