

TOWNSHIP OF LAKE OF BAYS PROCEDURE MANUAL			
Chapter:	Human Resources	Index No.	HR-9.7
Section:	Accessibility	Effective Date:	June 29, 2021
Subject:	Accessible Formats and Communication Supports	Revision Date:	
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1. PURPOSE

- 1.01 The Corporation of the Township of Lake of Bays (The Township) will ensure all information and methods of communication to and from a person will be designed to be accessible to Ontarians with disabilities.

The Township is committed to improved accessibility for people with disabilities, removing barriers in a timely manner and that accessibility remains a priority in the Township's decision-making process.

2. POLICY

- 2.01 Ontario Regulation 191/11, Integrated Accessibility Standards Regulation (the Integrated Regulation) establishes accessibility standards for information and communications, including the requirement to provide information and communication in an accessible format and with communication support, if required.
- 2.02 This policy has been developed to provide accessible services for persons with disabilities.
- 2.03 The Township recognizes that people with disabilities may use alternative methods to access information or services and will endeavor to provide information and services in an alternative format or with communication support (if needed) upon request.
- 2.04 The Township will notify the public about availability of obtaining information and communication.
- 2.05 If you have any questions regarding this policy, want to provide feedback or if you have a concern, please contact the Accessibility Coordinator at:

The Township of Lake of Bays
 Attention: Carrie Sykes, Accessibility Coordinator
 1012 Dwight Beach Road
 Dwight, ON P0A 1H0
Email: CSykes@lakeofbays.on.ca
Telephone: 705-635-2272 ext. 1236

The Accessibility Coordinator will respond either in writing, in person, e-mail or by telephone acknowledging receipt and will set out the action to be taken in response, if applicable.

- 2.06 This policy applies to:
- a) Employees;
 - b) Customers;
 - c) Volunteers;

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- d) Applicants for employment who may require employment accommodation through the recruitment, assessment, selection and hiring process;
- e) Contractors and sub-contractors engaged by the Township; and
- f) Third-party providers.

3. DEFINITIONS

- a) “Accessibility Coordinator” shall mean the person appointed by Council as Accessibility Coordinator for The Corporation of the Township of Lake of Bays.
- b) “Accessible Formats” may include large print, recorded audio and electronic formats.
- c) “Accommodation” means the special arrangements made or assistance provided so that persons with disabilities can participate in the experience available to persons without disabilities. Accommodation will vary depending on the person’s unique needs.
- d) “Communications” means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received.
- e) “Communication Supports” may include but are not limited to captioning, alternative and augmentative communication, plain language and other supports that facilitate effective communications.
- f) “Disability” means the same as definition of disability found in the Ontario Human Rights Code.
- g) “Information” includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.
- h) “Unconvertible” includes information or communications that are not technically feasible to convert, or the technology to convert the information or communications is not readily available.

4. PROCEDURES

4.01 The Township currently provides the following information and documentation in accessible formats:

- Applications
- Policies and Procedures
- Council Meeting Agendas
- Council Meeting Minutes
- Township By-laws
- Staff reports

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- Township News and Notices

4.02 The Township has identified the following information as unconvertible at this time:

- Mapping or GIS data;
- Engineering drawings or complex technical data;
- Vendor web application where the Township was unable to negotiate contractual obligation to maintain accessibility;
- Presentation content where rendering accessible would hinder the ability to achieve its intended purpose;
- Content that cannot be rendered accessible without significant impact; and
- External contributors may provide content which does not comply with Township web accessibility standards. Converting such document to an accessible format is deemed non-practicable.

4.03 The Township will not impose any additional charges to provide information and communication in an accessible format.

4.04 The Township has established procedures relating to providing information and communication in accessible formats, which includes:

- Upon receipt, review the Request for Documents in Alternative Format Form (as outlined in Attachment 'A');
- The Accessibility Coordinator for the Corporation of the Township of Lake of Bays will consult with the person making the request to determine the suitability of an accessible format or a communication support.
- Provide or make arrangements for the provision of information and communication in an accessible format in a timely matter, and taking into account the person's accessibility needs due to their disability;
- If a staff member determines that the information is unconvertible, they will consult with the Accessibility Coordinator and provide the person requesting the information or communication with:
 - A written explanation as to why the information or communications are unconvertible; and
 - A summary of the unconvertible information or communication.

5. RESPONSIBILITIES

5.01 The Chief Administrative Officer is responsible for ensuring that this procedure exists, and the details contained herein are maintained.

5.02 Managers/supervisors are responsible for communicating this policy to all employees and ensuring compliance to this policy.

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- 5.03 Employees, volunteers, contractors and sub-contractors, any other person acting on behalf of the township are responsible for complying with this policy at all times.

- 5.04 The Township through the Accessibility Working Group will monitor and evaluate accessibility initiatives and changes to applicable legislation and/or regulations. Changes to policies, plans and initiatives will be incorporated in a timely manner, as required.

6. REVISION CONTROL

Revision Date	Revision	Effective Date

7. ATTACHMENTS

Attachment 'A' – Request for Documents in Alternate Formats Form

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Attachment 'A' – Request for Documents in Alternate Formats Form



Request for Documents in Alternate Formats

The Township of Lake of Bays will provide documents upon request in the most appropriate accessible format. This may include electronic files, large print formats, and/or audio format, as examples.

Personal Information:

Applicant's Information	
Name:	
Street Number:	
Street Name:	
Unit/Apartment/Suite:	
Town/City:	
Province:	
Postal Code:	
Phone Number:	
Email:	

Documentation Information:

Name of the document you would like in an alternate format (must be a Township of Lake of Bays document).

Language Requested: English French Other

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Which format type would you prefer? Large print, audio, electronic (Microsoft Word, PDF or HTML text), other?

Collection of Information

Personal information on this form is being collected under the authority of section 12 of the Integrated Accessibility Standards, Ontario Regulation 191/11 under the Accessibility for Ontarians with Disabilities Act, 2005, and will be used to provide accessible formats and communication supports upon request. Questions can be addressed to the Municipal Clerk 705-635-2272 ext. 1236 or by email.