

**Subject:** Accommodation Policy Update**Recommendation:**

**BE IT RESOLVED THAT Council receive Report #2021-0105 Clerks Accommodation Policy Update Report for information;**

**AND THAT Policy S100-13 Accommodation Policy be submitted for Council approval at their next regular meeting;**

**AND THAT Council repeal Policy S201-02 Accessibility Policy to be replaced with Policy S100-13 Accommodation Policy upon approval.**

**Background:**

Under the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA") and the Integrated Accessibility Standards Regulation ("O. Reg. 191/11") service providers that operate premises open to the public must have a policy which addresses accessibility.

On October 3, 2016, Council for the Town of Pelham approved an Accessibility Policy (S201-02) for the Town in accordance with the AODA.

Earlier this year the Town of Pelham underwent a routine "AODA Desk Top Compliance Audit" conducted by the Ministry of Seniors and Accessibility Compliance and Enforcement Branch (the "Ministry"). The review concluded the Town of Pelham's Accessibility Policy required to be updated to comply with current legislative requirements.

**Analysis:**

The Town of Pelham is committed to developing an accessible community for all residents and visitors. In order to meet this goal, the Town of Pelham shall continually review and update its Accessibility Policy to meet or exceed AODA standards.

The Town's Accessibility Policy was originally approved as a Council policy, however the policy provides direction to the corporation as a whole, therefore it is recommended the policy be repealed and replaced as a corporate-wide policy to be known as the Town of Pelham's Accommodation Policy.

Through consultation with the Ministry and the Town's accessibility consultant, the Town's Accessibility Policy has been revised to include items such as: use of service animals and support persons, the format of documents to be provided and procurement of accessible self-service kiosks.

With respect to the use of service animals and support persons, the policy has been revised to comply with Section 80.47(3) of the AODA by including provisions that if a person with a disability is accompanied by a guide dog or other service animal, the Town of Pelham will ensure that the person is permitted to enter the premises with the animal, and keep the animal with him or her, unless the animal is excluded by law from the premises. In addition, if the service animal is excluded by law from the premises, the Town of Pelham will ensure that other measures are available to the person with the disability to obtain goods and services.

With respect to the format of documents to be provided, the policy has been revised to comply with Section 80.51 of the AODA by including provisions that the Town of Pelham will provide documents in an accessible format and with communication support. In addition, the Town of Pelham will ensure accessible documents will be provided in a timely manner that takes into account the person's accessibility needs and that the cost of the said documents are no more than the regular cost charged to other persons. The policy further requires the Town of Pelham to consult with the person making the document request in determining the suitability of the accessible format and communication support.

With respect to procurement of accessible self-service kiosks, the policy has been revised to comply with Sections 5 and 6 of the AODA by including provisions that the Town of Pelham will incorporate accessibility features when designing, procuring or acquiring self-service kiosk.

The above-noted revisions to the Town of Pelham Accessibility Policy have been made in consultations with the Ministry and the Town's accessibility consultant and meet the requirements of the AODA.

**Financial Considerations:**

None.

**Alternatives Reviewed:**

Alternatives were not reviewed, as the Town of Pelham is committed to ensuring compliance with the AODA.

**Strategic Plan Relationship: Build Strong Communities and Cultural Assets**

Ensuring compliance of the AODA demonstrates the Town of Pelham's commitment to developing an accessible community for all residents and visitors and therefore builds a strong community.

**Consultation:**

Brianna Langohr, Human Resources and Health and Safety Coordinator and

Donna Herrington, Herrington Group, Town of Pelham AODA Consultant

**Other Pertinent Reports/Attachments:**

S100-13 – Accommodation Policy

**Prepared and Recommended by:**

Holly Willford, B.A.  
Town Clerk

**Prepared and Submitted by:**

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Chief Administrative Officer