
CP.11.1.7

Section: People and Talent

Subsection: General

Subject: Accessibility Policy

Approval Authority: 2026.06.24-CR-01

Effective Date: June 24, 2026

1. Policy Statement

The Town of Innisfil (Town) is committed to ensuring equal access to our goods, services and facilities and participation for persons with disabilities. In doing so, the Town is committed to treating persons with disabilities in a way that allows them to maintain their dignity and independence while ensuring integration and equal opportunity.

The Town recognizes that preventing new barriers, reducing and removing existing barriers, and enhancing access to our goods, services, and facilities is essential to providing a barrier-free environment. We continue to monitor existing and new policies, procedures and practices to ensure that an accessibility lens is incorporated as appropriate and to meet legislated accessibility requirements.

Collectively, we will make every reasonable effort to meet the needs of persons with disabilities through the implementation and ongoing application of this Accessibility Policy ("Policy").

2. Purpose

The purpose of this Policy is to address the accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the *Integrated Accessibility Standards Regulation* (O.Reg 191/11) (IASR).

The Policy is intended to provide an overarching framework to guide the review, development and delivery of goods, services, facilities, and related policies/procedures in an inclusive manner that considers the needs of persons with disabilities. The framework is grounded in the principles of independence, dignity, integration and equality of opportunity for persons with disabilities.

3. Definitions

Accessibility – an absence of barriers that prevent all persons from fully participating and accessing all aspects of the community and environment, including the degree to which goods, services and facilities can be used by persons with disabilities.

Accessible – a product, device, information, technology, service, facility or public space that provides for independent, equitable and dignified access for persons with disabilities, including but not limited to those with visual, auditory, sensory, cognitive, and mobility related disabilities. The concept of accessible design ensures both 'direct access' (i.e. unassisted) and 'indirect access', referring to compatibility with a person's assistive technology.

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

Accommodation – preventing and removing barriers caused by attitudinal, systemic, physical, information or communications, and technology barriers that unfairly exclude individuals or groups protected by *Ontario's Human Rights Code* from having equal access to full benefits available to others. Principles of accommodation include dignity, individualization and inclusion or integration.

Assistive Device – auxiliary aid such as a technical aid, communication aid, cognition aid, personal mobility aid, or medical aid. Devices are modified or customized for use to increase, maintain or improve functional ability of a person with a disability (i.e. wheelchairs, scooters, white canes, assistive listening devices, screen reading devices, hearing aids, devices for grasping).

Barrier – means anything that prevents a person with a disability from fully participating in all aspects of society or in accessing goods, services and facilities because of a disability. This includes physical, architectural, information or communications, attitudinal, or technological, as well as a policy, procedure or practice.

Communications – interactions between two or more persons or entities, or any combination of them, where information is provided, sent or received.

Communication Support – includes, but is not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.

Disability – per the *Ontario Human Rights Code*:

- (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*](#).

Goods, Services and Facilities – all aspects of the Town as an employer and service provider, including the delivery of goods, services, and programs, all information and communication including verbal, print, audio, video, websites, web applications and web content, and other digital technologies, and all buildings, facilities, public spaces, and the public realm.

Innisfil Accessibility Advisory Committee (IAAC) – a provincially legislated committee that advises Town Council and Staff on matters related to the Town accessibility planning, projects and initiatives.

Performance Management – means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.

Redeployment – means the 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 by the organization.

Self Service Kiosk – means an interactive electronic terminal, including point of sale device, intended for public use that allows users to access one or more services or products or both.

Service Animal – an animal used by a person with a disability for reasons relating to the person's disability, or the person provides documentation from a regulated health professional confirming that the person requires the animal for reasons relating to the disability.

Service Disruption – a temporary planned or unplanned interruption that would prevent persons with disabilities from accessing, using or benefiting from a Town provided good, service or facility.

Support Person – an individual who accompanies a person with a disability to help with communication, mobility, personal care, or medical needs or with access to goods, services and facilities.

Web Content Accessibility Guidelines (WCAG) 2.0 – guidelines developed by the World Wide Web Consortium (W3C), are technical standards that help make the digital world accessible to people with disabilities. Numerous stakeholders, including disability advocacy groups, government agencies, and accessibility research organizations, collaborated to create these guidelines, which are considered the universal standard for digital accessibility.

4. Responsibility

Accessibility is a shared responsibility. All members of the Town's workplace community (reference Section 5 Application) are responsible for adhering to the parameters of this Policy, demonstrating a commitment to accessibility as outlined in this Policy and as per accessibility legislation. They are also responsible for ensuring the needs of persons with a disability are considered and addressed in goods, services, facilities and programs, as well as in related policies and procedures.

The People & Talent Department is responsible for:

- Reviewing this Policy and making amendments to ensure on-going compliance with regulated accessibility standards and legislated obligations.
- Providing advice and guidance to Service Areas on the implementation of this Policy.
- Completing legislative reporting requirements.

Managers and Supervisors are responsible for:

- Reviewing accessibility obligations and where necessary update accessibility-related policies, procedures and practices.
- Including accessibility considerations in the development and delivery of goods, services and facilities and as part of the budget process.
- Preventing barriers by including accessibility considerations in the development or amendment of policies, practices, procedures, bylaws, etc.
- Providing support and guidance to employees in fulfilling accessibility requirements under this Policy.

- Providing accessibility, AODA and legislated compliance updates when requested by People & Talent.

All employees are responsible for:

- Reading, understanding and complying with the provisions of this Policy.
- Participating fully in training as it relates to this Policy, AODA, and accommodating persons with disabilities.
- Participating in identifying accessibility barriers and planning for barrier removal.
- Including accessibility considerations in the development and delivery of goods, services and facilities.
- Consulting with the IAAC on ways to identify, prevent, and remove barriers across the Town and ensure that accessibility considerations are incorporated into the development and delivery of goods, services, facilities and public spaces.

5. Application

This Policy applies to all full-time, part-time, contract employees and casual employees, students, elected officials and volunteer firefighters of the Town of Innisfil.

6. Administration

Accessibility compliance requirements as outlined in legislation covered by this Policy are:

- General Requirement
- Information and Communication
- Employment
- Transportation
- Design of Public Spaces (Built Environment)
- Customer Service

6.1 General Requirement

6.1.1 Multi-Year Accessibility Plan

The Town shall establish, implement, maintain and document a multi-year accessibility plan which outlines the Town's strategy to identify, prevent and remove barriers for persons with disabilities. The plan will be reviewed by the IAAC. A review and update of the plan will occur, at a minimum, once every five years and will include consultation.

The Town shall prepare an annual status report which will identify the progress on the measures taken to implement the multi-year accessibility plan.

The multi-year plan and annual status report will be posted on the Town's website and is available in an accessible format upon request.

6.1.2 Procurement of Goods, Services or Facilities

The Town shall incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so. In instances where it is not practicable, the Town will provide, upon request, an explanation.

6.1.3 Self Service Kiosks

The Town shall incorporate accessibility features when designing, procuring or acquiring self-service kiosks.

6.1.4 Training

The Town shall ensure that training is provided on the purpose and requirements of the AODA, the accessibility standards in the IASR regulation and on the *Human Rights Code* as it pertains to persons with disabilities to all employees and volunteers, all persons who participate in developing the Town's policies and all other persons who provide goods, services or facilities on behalf of the Town. Training will be appropriate to the duties of employees, volunteers and other persons. Training will be provided as soon as practicable. Training will further be provided in accordance with changes to accessibility policies and legislation, and refresher training will be provided.

The Town shall keep a record of training provided, including the dates on which training is provided and the number of individuals to whom training was provided.

6.2 Information and Communication Standard

6.2.1 Feedback

The Town's processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request. The Town shall notify the public about the availability of accessible formats and communication supports with respect to the feedback process.

The Town provides various means for persons with disabilities to provide feedback, including telephone, email, in person at Town Hall, by mail and through the Town's website online form or alternate means to support a person's accessibility needs.

6.2.2 Accessibility Formats and Communication Supports

The Town shall provide or arrange for, upon request, the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at a cost that is no more than the regular costs charged to other persons.

When providing accessible formats and communication supports, the Town will consult with the person making the request and consider the person's accommodation needs in determining the suitability of an accessible format or communication support. The Town will make every attempt to provide an accessible format or communication support that meet the person's needs. If the requested format or communication support cannot be provided (for example, where the information is unconvertible or otherwise excluded under the standard), the Town will work with the person to find an appropriate alternative. This may include providing an explanation and a summary of the information in an accessible format or identifying another method of communication that meets the person's needs.

The Town will notify the public on its website about the availability of accessible formats and communication supports.

6.2.3 Emergency Procedure, Plan or Public Safety Information

The Town shall provide all existing emergency procedures, plans or public safety information in an accessible format or with appropriate communication support as soon as practicable, upon request.

6.2.4 Accessible Website and Web Content

The Town shall ensure its websites and web content conforms to the World Wide Web Consortium (W3C) Accessibility Guidelines (WCAG) 2.0, at Level AA in accordance with

the schedule set out in the IASR Section 14. Except where meeting this requirement is not practicable, this conformity applies to websites and web content, including web-based applications, that the Town controls directly or through a contractual relationship that allows for modification on the product and web content.

6.3 Employment Standard

6.3.1 Recruitment, Assessment and Selection Process

The Town shall ensure that employees and the public are notified about the availability of accommodation for applicants with disabilities in the recruitment process. During the recruitment process the Town shall inform the job applicants selected for an interview that accommodations are available upon request in relation to the materials and processes to be used. If a selected applicant requests accommodation, the Town shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

The Town shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.

6.3.2 Informing Employees of Supports

The Town shall inform its employees of its policies used to support its employees with disabilities, including but not limited to, policies on the provision of job accommodation that take into account an employee's accessibility needs due to disability. The Town shall provide the information required to new employees as soon as practicable after they begin their employment.

The Town shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

6.3.3 Accessible Formats and Communication Supports for Employees

The Town shall consult with an employee with a disability, upon request, to provide or arrange for the provision of accessible formats and communication supports for information that is needed in order to perform the employee's job and information that is generally available to employees in the workplace. The Town shall consult with the employee making the request in determining the suitability of an accessible format or communication support.

6.3.4 Workplace Emergency Response Information

The Town shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the Town is aware of the need for accommodation due to the employee's disability. If the employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the Town shall provide the workplace emergency response information to the person designed by the Town to provide assistance to the employee. The Town shall provide this information as soon as practicable after the Town becomes aware of the need for accommodation due to the employee's disability.

The Town shall review the individualized workplace emergency response information when:

- (a) the employee moves to a different location in the organization;
- (b) the employee's overall accommodation needs or plans are reviewed; and

- (c) the Town reviews its general emergency response policies.

6.3.5 Documented Individual Accommodation Plans

The Town shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. The Town shall develop documented individual accommodation plans upon request with employees with disabilities. The process will include the following:

- (a) the manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.
- (b) the means by which the employee is assessed on an individual basis.
- (c) the manner in which the Town can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the Town in determining if accommodation can be achieved and, if so, how accommodation can be achieved.
- (d) the manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.
- (e) the steps taken to protect the privacy of the employee's personal information.
- (f) the frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
- (g) if an individual accommodation plan is denied, the reasons for the denial will be provided to the employee.
- (h) the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

Documented individual accommodation plans shall:

- (a) if requested, include any information regarding accessible formats and communications supports provided;
- (b) if required, include individualized workplace emergency response information; and
- (c) identify any other accommodation that is to be provided.

6.3.6 Return to Work Process

The Town shall develop and have in place a documented return to work process for its employees who have been absent from work due to disability and require disability-related accommodations in order to return to work. The return to work process shall outline the steps the Town will take to facilitate the return to work of employees who were absent from work because their disability required them to be away from work. Documented individual accommodation plans will be used as part of this process. The return to work process does not replace or override any other return to work process created by or under any other statute.

6.3.7 Performance Management

The Town shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect to employees with disabilities.

6.3.8 Career Development and Advancement and Redeployment

The Town shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when providing career development and advancement opportunities and when considering redeploying employees with disabilities.

6.4 Transportation Standard

The Town shall confirm that accessible options are provided through its contracted transit providers per the requirements of the Transportation Standard under the AODA and IASR.

The Town shall consult with the IAAC, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community. The Town will further identify progress made for meeting the need for on-demand accessible taxicabs, including any steps that will be taken to meet the need. The Town will inquire with providers and operators regarding their policies on service animals.

The Town, in licensing taxicabs, shall ensure that owners and operators of taxicabs are prohibited from charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip or for the storage of mobility aids or mobility assistive devices. The Town will ensure that owners and operators of taxicabs place vehicle registration and identification information on the rear bumper of the taxicab and that it is available in an accessible format to persons with disabilities who are passengers.

6.5 Design of Public Spaces Standard (Built Environment)

6.5.1 Recreational Trail and Beach Access Routes

The Town shall ensure that newly constructed and redeveloped recreational trails and beach access routes meet the requirements of this standard, including the technical requirements. The Town will meet its obligations for consultation with the IAAC, the public and persons with disabilities.

6.5.2 Outdoor Public Eating Areas

The Town shall ensure that newly constructed or developed outdoor public eating areas, consisting of tables that are found in public areas (i.e. public parks) meet the requirements of this standard.

6.5.3 Outdoor Play Spaces

The Town shall ensure newly constructed and redeveloped outdoor play spaces meet the requirements of this standard. This includes play equipment such as swings, or features such as logs, rocks, sand or water, where the equipment or features are designed and placed to provide play opportunities and experiences for children and caregivers. The Town will meet its obligations for consultation with the IAAC, the public and persons with disabilities.

6.5.4 Exterior Paths of Travel

The Town shall ensure that newly constructed and redeveloped exterior paths of travel meet the requirements of this standard, including the technical requirements. Exterior paths of travel include outdoor sidewalks or walkways designed and constructed for pedestrian travel, ramps, stairs, curb ramps, depressed curbs, accessible pedestrian control signals, and rest areas. The Town will meet its obligations for consultation with the IAAC, the public and persons with disabilities.

6.5.5 Accessible Parking

The Town shall ensure that newly constructed and redeveloped on-street and off-street parking meet the requirements of this standard. The Town will meet its obligations for consultation with the IAAC, the public and persons with disabilities.

6.5.6 Obtaining Services

The Town shall ensure that newly constructed or developed service counters, fixed queuing guides and waiting areas meet the requirements of this standard. This requirement applies whether the services are obtained in buildings or out-of-doors.

6.5.7 Maintenance of Accessible Elements

The Town shall ensure that its plans include procedures for preventative and emergency maintenance of the accessible elements in public spaces and for dealing with temporary disruptions when accessible elements are not in working order.

6.6 Customer Service Standard**6.6.1 Establishment of Policies**

The Town shall use reasonable efforts to ensure that policies governing its provision of goods, services or facilities to persons with disabilities are consistent with the following principles:

- (a) the goods, services or facilities must be provided in a manner that respects the dignity and independence of persons with disabilities.
- (b) the provision of goods, services or facilities to persons with disabilities must be integrated with the provision of goods, services or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities.
- (c) persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities.
- (d) when communicating with a person with a disability, the provider shall do so in a manner that takes into account the person's disability.

6.6.2 Service Animals and Support Persons**Service Animals**

Persons with disabilities accompanied by their service animal are permitted to keep the animal with them in Town premises that members of the public are permitted to enter unless the animal is excluded by law from the premises. The Town will explain the reason the animal is excluded and ensure that other reasonable measures are available to enable a person with a disability to obtain, use or benefit from the Town's goods, services or facilities. Persons with disabilities are responsible for the control of their service animal at all times.

Support Persons

Where a person with a disability is accompanied by a support person, the Town shall ensure that both persons are permitted 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.

The Town may require a person with a disability to be accompanied by a support person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, the Town determines that:

- (a) a support person is necessary to protect the health and safety of the person with a disability or the health and safety of others on the premises; and
- (b) there is no other reasonable way to protect the health or safety of the person with a disability or the health and safety of others on the premises.

If the Town charges an admission fee for a person's admission to the premises or in connection with a person's presence on the premises, the Town shall ensure that notice

is given in advance about the amount, if any, payable in respect to the support person. If the Town requires a person with a disability to be accompanied by a support person when on the premises, the Town shall waive payment of the amount, if any, payable in respect of the support person's admission to the premises or in connection with the support person's presence on the premises.

6.6.3 Assistive Devices

Persons with disabilities may use their personal assistive devices when accessing Town goods, services or facilities. If a person with a disability is unable to access the Town's services using their own assistive devices, the Town will work with the person to determine alternate means for accessing services.

Where Town assistive devices are available, they will be made available for use by persons with disabilities and will be kept in good working order. Employees, where applicable, will be trained in the application and use of the device.

6.6.4 Notice of Temporary Disruptions

The Town shall give notice of any temporary disruption (planned or unplanned), in whole or in part, to goods, services or facilities used by persons with disabilities. Notice of the disruption will include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. Notice may be provided by a variety of methods depending on the circumstances, including posting the information at a conspicuous place on Town premises, on the Town's website and/or by such other method as is reasonable in the circumstances. The Town will prepare a document setting out the steps taken in connection with a temporary disruption and, upon request, shall provide a copy of the document.

6.6.5 Training for Staff

Further to the requirements outlined under 'General Requirements, 6.1.4 Training', the Town shall ensure that training will include:

- (a) how to interact and communicate with persons with various types of disability.
- (b) how to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
- (c) how to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability.
- (d) what to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities.

6.6.6 Feedback

Further to the requirements outlined under the 'Information and Communication Standard, 6.2.1 Feedback', the Town shall establish a process for receiving and responding to feedback about the manner in which it provides goods, services or facilities to persons with disabilities and specify the actions the Town will take if a complaint is received about the manner in which it provides goods, services or facilities to persons with disabilities.

The Town shall ensure that the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on request. The Town will make information about the feedback process readily available to the public and, on request, provide a copy of the document to any person.

6.6.7 Format of Documents

Further to the requirements outlined under the 'Information and Communication Standard, 6.2.2 Accessibility Formats and Communication Supports', the Town shall, upon request, provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support. This will be done in a timely manner that takes into account the person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons. The Town shall consult with the person making the request in determining the suitability of an accessible format or communication supports.

7. Exceptions

Exceptions to the Policy requirements are in keeping with those outlined in the IASR and AODA, as applicable.

8. References

- *Ontarians with Disabilities Act, 2001*
- *Accessibility for Ontarians with Disabilities Act, 2005*
- *Ontario Regulation 191/11 – Integrated Accessibility Standards Regulation*
- *Ontario Human Rights Code*
- *Ontario Building Code*
- *Workplace Safety and Insurance Act, 1997*
- Town of Innisfil Multi-Year Accessibility Plan 2023-2027

9. Revision History

Revision No.	Date	Summary of Changes	Approval Authority
V1	2016.09.07	Adoption	CR-175-11.16
V2	2019.05.19	Amendments	2019.05.22-CR-01
V3	2026.06.24	Amendments	2026.06.24-CR-01