

# THE CORPORATION OF THE MUNICIPALITY OF MISSISSIPPI MILLS

## STAFF REPORT

**DATE:** May 18, 2021  
**TO:** Committee of the Whole  
**FROM:** Jennifer Russell, Deputy Clerk  
**SUBJECT:** Accessibility Compliance and Policy Updates

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### RECOMMENDATION:

**THAT Committee of the Whole recommend Council accept the changes to the Municipality's Accessibility policies, procedures and plans to be in compliance with the Integrated Accessibility Standards of Ontario.**

### BACKGROUND:

On November 3, 2020, the Clerks department was contacted by AODA Compliance Ontario and was informed that the municipality had been selected for an AODA desk audit. The Ministry for Seniors and Accessibility conducts desk audits on selected organizations to confirm they are in compliance with AODA, 2005, and its associated accessibility standards, and to provide any needed support.

AODA Compliance provided an Accessibility checklist with seven (7) Regulatory Requirements from the Act, with each regulatory requirement requiring several municipal documents to provide proof of the municipality's compliance.

After review of our submission, AODA Compliance provided a Compliance Checklist with items the municipality would need to update in order to be in compliance with the Act.

### DISCUSSION:

There are certain policies, procedures and plans that need to be updated or created in order to meet AODA compliance. These updates are described below.

1. The Accessible Customer Service Policy item 5.1.5 be revised to include the following:
  - 5.1.5 Where fees for goods and services are required by the Municipality and where the Municipality requires a person with a disability to be

accompanied by a support person when on the premises, the Municipality will waive payment of the amount of the fee in respect to the support person's admission to the premises

2. The Accessible Customer Service Procedures item 4.2 be revised to include the following:

4.2 Support Person - When a person with a disability is accompanied by a support person, they are permitted to enter the premises together and are not prevented from having access to each other while on the premises. The Municipality may require a person with a disability to be accompanied by a support person while on its premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

3. The current Recruitment Policy has also been updated to include individual accommodation plans with changes under 8. Documented Individual Accommodation Plans, 9. Return to Work Process and Plan, 10.01 Performance Management, 10.02 Career Development and Advancement Opportunities and 10.03 Redeployment.
4. A Return to Work Process and Plan has been created to describe the process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. The process outlines the steps that must be taken to facilitate the return to work of employees who were absent because their disability required them to be away from work.

As part of the Return to Work process, an Individual Accommodation Process and Plan have been created. An individual accommodation plan is a formal way of recording and reviewing the workplace-related accommodations that will be provided to an employee with a disability in order to make their jobs accessible.

## **FINANCIAL IMPLICATIONS:**


There are no financial implications for this report, however, the municipality would be waiving fees for support person's admission to the premises where the municipality requires a person with a disability to be accompanied by a support person when on the premises.

## **SUMMARY:**

The municipality was audited by AODA regarding its compliance to the Integrated Accessibility Standards of Ontario. The result of this audit concluded that the municipality's Accessibility policies, procedures and plans needed to be updated.

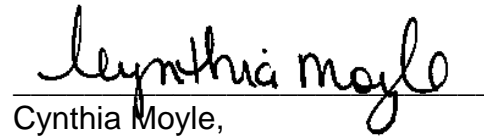
Respectfully submitted by,

Reviewed by:



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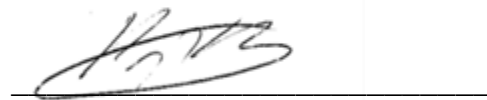
Jennifer Russell,  
Deputy Clerk



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Cynthia Moyle,  
Acting Deputy Clerk

Reviewed by:



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Ken Kelly,  
CAO

#### ATTACHMENTS:

1. Accessible Customer Service Policy
2. Accessible Customer Service Procedures
3. Recruitment Policy
4. Return to Work Process and Plan
5. Individual Accommodation Process and Plan