



AODA-Accessibility for Ontarians with Disabilities Act



Purpose of the AODA

- The AODA is the Accessibility for Ontarians with Disabilities Act
- The Corporation of the Town of Amherstburg is committed to fulfilling the requirements set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and all regulations under that Act which require that the Town of Amherstburg establish policies, procedures and practices governing the provision of its goods and services to persons with disabilities.



Definitions

- **Assistive Devices** are devices used to assist persons with disabilities in carrying out activities or in accessing services including auxiliary aids such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, or hearing aids).
- **Disability** as per the Human Rights Code, 1990, means:
 - 4.2.1. 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, paralysis, amputation, lack of physical coordination, 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;
 - 4.2.2. A condition of mental impairment or a developmental disability;
 - 4.2.3. A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
 - 4.2.4. A mental disorder; or,
 - 4.2.5. An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Definitions (continued)

- **Persons with Disabilities** are individuals have a disability as defined under the Human Rights Code, 1990.
- **Service Animals** are any animals used by a person with a disability for reasons relating to the disability where it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or where the person provides a letter from a physician or nurse confirming that he or she requires the animal for reasons relating to his or her disability; or a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.
- **Support persons** are any person whether a paid professional, volunteer, family member, or friend who accompanies a person with a disability in order to help with communications, personal care or medical needs, or with access to goods or services.

Disruption of Services

- If there is a disruption in a particular facility or service, the Town will give notice of the disruption to the public by posting the reason for the disruption, the anticipated duration of the disruption, and alternative facilities or services that may be available. This posting will be in a conspicuous place on the premises of the Town of Amherstburg, or by other reasonable methods in the circumstances.
- If the Town anticipates a disruption, the Town will provide a reasonable amount of advance notice of the disruption. If the disruption is unexpected, notice will be provided as soon as possible.

Feedback Process

- The Town of Amherstburg is committed to providing high quality goods and services to all members of the public. Feedback from the public is welcomed as it assists the Town in identifying any areas that may require change.
- The public can provide feedback on the accessibility of the provision of goods and services by the Town of Amherstburg by phone or in writing through the Clerk's Office and through the accessibility feedback process on the Town webpage.

AODA Customer Service Video (30min)



Integrated Accessibility Standards Regulation

- The Town of Amherstburg will make every effort to ensure that it meets the needs of persons with disabilities, in a timely manner, through the implementation of this policy.
- The Town is committed to and guided by four (4) core principles - dignity, equal opportunity, integration and full inclusion.



Individual Accommodation Plan (IAP)

- The Town has developed an Individual Accommodation Plan Template (IAP) for employees with disabilities.
- The plan ensures we meet the needs of our employees with disabilities by identifying and implementing reasonable accommodations or supports.
- A 'Disability' is defined as any degree of physical disability, infirmity, malformation or disfigurement caused by bodily injury, birth defect or illness.

IAP Procedure

- Employees can make a request to HR by completing the form called “Request for Accommodation or Supports”
- Depending on the complexity of the needs, HR may request a Functional Abilities Form (FAF) from a doctor or may consult an ergonomist.
- HR will review the findings and consult with the employee to develop an individual accommodation plan.



Return to Work

- The Town will have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work.
- Such processes must be documented and must outline steps that the Town will take to facilitate the return to work and include an IAP plan as well as the employee's responsibilities to the plan.



Request for Accommodations and/or Supports

Name: _____

Date: _____

Disability(ies):

Accommodations, Communication Supports, and/or Accessible Formats being requested:

Please submit to the Human Resources Department and a representative will contact you to arrange a meeting.

HR USE ONLY

FAF required ☐ Yes ☐ No
Date FAF provided to employee _____
Ergonomic Assessment required ☐ Yes ☐ No
Ergonomist appointment date _____



Thank you.
You have completed the
AODA training.

