



Did you know?
1.85 million
Ontarians live
with a
disability.

Integrated Accessibility Standards

The Town of Milton is committed to creating and maintaining an accessible and inclusive community for all residents. To do this, we must recognize and acknowledge the diverse needs of our residents, including the needs of persons with disabilities.

On July 1, 2011, the Integrated Accessibility Standards (IAS), Ontario Regulation 191/11 under the Accessibility for Ontarians with Disabilities Act, 2005, was enacted into law. Under section 7 of the IAS, the Town is required to train all of its employees, volunteers, and third-party contractors on the Regulation and the Ontario Human Rights Code, as it relates to persons with disabilities.

General

Establishment of Policies, Procedures, and Best Practices

Town Council approved the corporate IAS policy. This document provides direction and guidance to staff on how the Corporation will comply with the IAS and its various requirements. It can be found on the Accessible Milton page of the Town's website.

Accessibility plans

The Town's 2012-2017 Municipal Accessibility Plan provides a high-end overview of the actions staff will undertake to meet all of the Town's compliance obligations. It can also be found on the Accessible Milton page of the Town's website.

Procuring or Acquiring Accessible Goods, Services, or Facilities

To ensure that we are receiving accessible goods and services from third-party contractors, accessibility criteria has been incorporated into the general terms and conditions that accompany any RFP, bid or tender published by the Town.

Self-Service Kiosks

Any future self-service kiosk, offered by the Town must incorporate accessibility features such as tactile numbers, high color contrasting buttons, an earphone plug for audio commands, and adequate clearance space for a wheelchair, scooter, or other mobility device.



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Training

In order to train all employees, volunteers, and third-party contractors on the IAS and the Ontario Human Rights Code, a corporate training video has been produced. In addition to this brochure, a series of in-person sessions will be held for specific staff and departments.

Information and Communications

Feedback

Receiving feedback on the accessibility of the Town's goods, services, and facilities is an effective way to ensure we are meeting the needs of Milton's residents with disabilities. Residents can submit their feedback in person, by phone, by email, or in writing.

Accessible Formats

The Town is only required to provide any of its documents in an accessible format upon request. The Request Form for Accessible Formats needs to be filled out whenever a request is received.

Communication Supports

An American Sign Language interpreter is an example of a communication support. Upon receiving a request, the Town is obligated to provide communication supports for any of its programs, events, or services. The Coordinator, Accessibility is responsible for arranging communication supports.

Accessible Websites and Web Content

By January 1, 2014, all new websites, or sites undergoing a significant refresh, and any content being posted to these sites, must comply with level A of the Worldwide Web Consortium's Web Content Accessibility Guidelines.

Milton Public Library

The Milton Public Library is required to inform the public of the accessible formats available at its various branches. This information can be found on the Accessibility page of its website.

What Can You Do?

Inform the public on the availability of services, such as American Sign Language interpreters, and accessible formats upon request.

Encourage the public to submit feedback and requests via the appropriate forms.

Speak to your supervisor or the Coordinator, Accessibility for more information.

Did You Know?

An accessible format could include large print, Braille, audio, plain language, or electronic formats such as an accessible PDF or Word document.

The Accessibility Feedback and Request for Accessible Formats forms can be found on the Accessible Milton page of the Town's website.



Employment

Availability of Accommodations

The Town's Human Resources division is required to notify the public of the availability of accessibility accommodations on all of its job postings, when inviting candidates to participate in the interview process, and when making an offer of employment.

Informing Employees of Supports

HR is required to inform all employees when a new policy or procedure is created or existing policies and procedures have been amended, which relate to employees with disabilities.

Accessible Formats and Communication Supports for Employees

Through HR, employees can request accessible formats and communication supports for any information that relates to their duties or for information that is generally provided to all employees.

Emergency Preparedness and Response Information for Employees

HR will provide individualized emergency response information to employees with disabilities. Any employee, who requires assistance, can request to have an individualized emergency response plan developed for them.

Individualized Accommodation Plans

An individualized accommodation plan outlines the specific workplace accommodations the employee with a disability will require to do their job efficiently and independently. Employees should contact HR if they require an accommodation plan.

Return to Work

To make it easier to transition back to work, HR has developed a policy that allows employees to resume their duties in the same or an adapted manner. If an employee requires an accommodation, a plan will be developed for them.

Performance Management

When developing and implementing tools related to evaluating and managing an employee's performance, HR is required to take into consideration the accessibility needs of its employees with disabilities and all individualized accommodation plans.

Career Development and Advancement

When providing career development and advancement opportunities, HR is required to take into consideration the accessibility needs of employees with disabilities and any individualized accommodation plans.

Redeployment

If an employee is redeployed to a different position, department, or facility, any accessibility needs, along with their individualized accommodation plan, will be taken into consideration.



As an Employee, You Can:

Request to have an individualized accommodation and/or emergency response plan developed, or an accessible format or communication support for any information provided to staff.

Speak to your supervisor for more information on how to make a request.

Transportation

Did You Know?

- Milton has 10 fully accessible buses on the road.
- Para-transit services are offered through A1 Taxi.
- In order to use Para-transit services, people must apply and meet the eligibility criteria.
- Applications for Para-transit services can be found on the Milton Transit page of the Town’s website.
- The Community Bus provides the bridge between people, who are not eligible for Para-transit services, and the Town’s conventional transit services. It connects residents to local businesses and Town facilities twice a week.
- Milton has three on-demand accessible taxis. Each broker has one in its fleet.
- The Town’s Taxi By-law prevents brokers and drivers from charging a higher meter rate to persons with disabilities, and from charging a fee for the storage of a mobility device.
- The By-law also allows persons with disabilities to negotiate the rate for their trip.

Ontario Human Rights Code

Under the Ontario Human Rights Code, the Town of Milton has a legal obligation to accommodate any person with a disability, regardless of whether they are an employee, volunteer, or resident. It is important to provide accessible formats, communication supports, or workplace accommodations in a timely and efficient manner upon request.

cut and detach along dotted line

I _____ certify that I have read and understand the information presented in this document.

Participant’s Signature: _____

Date: _____

Please return this section to your staff supervisor



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