

Corporate Policy

Subject: **Accessibility**

Policy Statement:

The Corporation of the Town of Caledon (hereinafter referred to as the Town) is dedicated to improving accessibility, removing barriers for people with disabilities and meeting the requirements in all Standards and Regulations set within the *Accessibility for Ontarians with Disabilities Act, 2005* (hereinafter referred to as the *AODA*) and the *Municipal Elections Act, as amended*.

The Town, through the development of policies and procedures will endorse accessibility and ensure the needs of those with disabilities are accommodated. Consideration will be given to ensure all policies and procedures support independence, dignity, integration and equal opportunity. All services shall be delivered in a timely manner required of the nature of the service and if special accommodations need to be made.

Scope:

This policy is applicable to all Town staff, members of Council, volunteers and any contracted services or agents acting or performing works on behalf of the Town, including but not limited to individuals hired for election purposes.

Purpose:

This policy, in accordance with the *AODA* and all Standards and Regulations and the *Municipal Elections Act, as amended*, under the legislation, demonstrates commitment to ensuring all persons with disabilities are given equal opportunities to the goods and services offered by the Town.

The established procedures shall ensure compliance by recognizing the use of assistive devices, support persons, service animals, an accessible feedback process, availability of documents in an alternate format, notice of service disruptions and applicable accessibility training.

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.

Reference and Related Documents:

Accessible Customer Service – Corporate Procedure
Accessible Document Formatting for Webpages – Corporate Procedure
Accessible Election – Corporate Procedure



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