

THE CORPORATION OF THE TOWNSHIP OF GEORGIAN BAY ACCESSIBILITY STANDARDS–COMMUNICATIONS POLICY

1. OBJECTIVES

To maintain a statement of organizational commitment to accessible information and communications which shall include the following:

- a) Training employees in accessible information and communications;
- b) Meeting the needs of persons with disabilities in a timely fashion that recognized the urgency of the situation;
- c) Identifying, removing, and preventing barriers to the access of information and communications;
- d) Provide information and communications services, resources, products, practices, and systems that are consistent with prescribed standards.

2. POLICIES

2.1 General Accessibility Requirements

It shall be the policy of the Township of Georgian Bay

- To make information and communications available in plain language
- To provide communication assistance upon request
- To give the individual at least the same time to review, respond or use the information and communications for the intended purpose as given to others.
- To provide the same quality of communications so that it is equally up-to-date, complete and accurate as is available to others,
- To provide the same availability in terms of time and place as is available to others.

2.2 Provision of information and communication formats and methods

The Township of Georgian Bay shall provide information and communications:

- Upon request from a person with a disability
- In a format that takes into account the person's disability;
- In a format or method appropriate for the type of communication (prepared, predictable, unprepared, unpredictable) in accordance with prescribed standards;

3. Prepared communication to a person with a disability

3.1 Print Information

The Township of Georgian Bay shall provide prepared print information

- in an accessible electronic format (e-text) or

- in enlarged (large print) version

3.2 Audio Recording

The Township of Georgian Bay shall provide prepared audio information

- With text transcription or
- With the ability to amplify audio

3.3 Video Recording

The Township of Georgian Bay shall provide prepared video information

- With synchronized captioning of the video; or
- Synchronized interpretation of the speech and audio in sign language

4. Predictable Communication from a person with a disability

4.1 The Township of Georgian Bay shall provide predictable communications alternatives when a form (Incoming Calls) is expecting a set of choices to be made through speech, which shall include:

- The ability to receive live human assistance by dialing "0"
- The ability to use the keypad instead of "interactive voice response system"

4.2 The Township of Georgian Bay shall provide predictable communications alternatives when a form (Typing or Pointing Devices) is expecting a set of choices to be made through typing or pointing, which shall include;

- The ability to use personal assistive technology
- The ability to use stabilizers and key guards
- Sufficient time to respond
- The ability to respond using speech or voice recognition

5. Unprepared /Unpredictable Communication to a person with a disability

5.1 The Township of Georgian Bay shall provide unprepared communication through the use of:

- note taking or written message
- text messaging as alternative or addition to spoken message
- information repeated, clarified or restated upon request
- personal communication assistant

SCHEDULE "A"

Special Circumstances

Public Hearings, Town Hall, or Open House Meetings

The municipality shall ensure that all Public Hearings or Meetings held in an Open House or Town Hall format shall be held in a manner consistent with Section 2 of this policy

Municipal Candidates in Municipal Elections

Municipal candidates in municipal elections shall provide their election and candidate material in a manner consistent with Section 3.

Candidates Meetings

Candidates involved in municipal elections shall hold at least one meeting in a manner consistent with Section 2

Persons with disabilities shall be provided with the ability to:

- a) participate in the discussion during the meeting; and
- b) pose questions to candidates and receive answers to questions

Service Animals

If a person with a disability is accompanied by a guide dog or other service animal, the Township of Georgian Bay will ensure that the person is permitted to enter municipal facilities with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises.

If a service animal is excluded by law from the premises, The Township shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from our goods or services.

If a person with a disability is accompanied by a support person, the Township of Georgian Bay shall ensure that both persons are permitted to enter the facilities together and that the person with a disability is not prevented from having access to the support person while in the facility.

The Township of Georgian Bay may require a person with a disability to be accompanied by a support person when using Municipal Facilities, 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 using the facility at the time.

If an amount is payable by a person for admission to Municipal Facilities or in connection with a person's presence at Municipal premises, The Township of Georgian Bay shall ensure that notice is given in advance about the amount, if any, that is payable in respect of the support person.