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<b>SUBJECT</b>	<b>Integrated Accessibility Standards Regulations</b>	
<b>CATEGORY</b>		Agency – General
<b>DIVISION</b>		Administrative Services

<b>NUMBER</b>	<b>CA.50.01.127</b>	
<b>EFFECTIVE</b>		March 28, 2024
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## POLICY

Wellington Dufferin Guelph Public Health (WDGPH) is committed to fostering an inclusive and accessible environment for all individuals, including those with disabilities. As part of this commitment, WDGPH adheres to the requirements outlined in the Integrated Accessibility Standards Regulation (IASR) to ensure equal access to our programs, services, and employment opportunities.

## SCOPE

This policy applies to all employees, contractors, volunteers, and any individuals representing WDGPH in any capacity. It encompasses all aspects of our operations, including but not limited to employment practices, provision of programs and services, communication, and design of public spaces.

### Key Provisions:

#### 1. Employment Standard:

- provide accommodations to employees with disabilities during the recruitment process, employment, and advancement opportunities
- provide accessible formats and communication supports for employees upon request
- emergency procedures will be communicated in accessible formats to ensure the safety of all individuals, including those with disabilities

#### 2. Information and Communication Standard:

- all website and digital content will conform to the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA accessibility standards
- provide accessible formats and communication supports for individuals with disabilities upon request
- feedback processes will be accessible to individuals with disabilities, allowing them to provide input or raise concerns effectively

#### 3. Transportation Standard:

- ensure that transportation services provided to employees or customers are accessible to individuals with disabilities
- ensure appropriate staff based on career qualifications have been trained to assist passengers with disabilities effectively, ensuring a positive experience for all

#### 4. Design of Public Spaces Standard:

- public spaces owned or operated by WDGPH will be designed and maintained to meet accessibility standards, including accessible parking, outdoor seating areas, and recreational facilities

## 5. Compliance and Monitoring:

- review and monitor compliance with this policy and the IASR requirements annually
- any instances of non-compliance will be addressed promptly, and corrective actions will be implemented to ensure adherence to accessibility standards

## 6. Training:

- all employees will receive training on accessibility and the IASR requirements relevant to their roles
- training will be provided upon onboarding and periodically thereafter to ensure ongoing awareness and compliance

## 7. Review and Revision:

- review of this policy will occur annually, and updated as necessary to reflect changes in legislation, technological advancements or organizational practices

## 8. Enquiries and Feedback:

- for enquiries or feedback regarding accessibility at WDGPH, please contact a member of the Human Resources and Corporate Services division at [access@wdgpublichealth.ca](mailto:access@wdgpublichealth.ca)

## RESPONSIBILITY

### Senior Leadership will:

- be responsible for ensuring that WDGPH complies with the IASR requirements
- provide leadership and resources to support implementation and ongoing adherence to accessibility standards

### Management will:

- responsible for supporting Senior Leadership to meet WDGPH IASR requirements
- provide leadership and resources to support implementation and ongoing adherence to accessibility standards

### Facilities will:

- will oversee the accessibility of physical spaces, ensuring that they are designed and maintained to accommodate individuals with disabilities and comply with *Accessibility for Ontarians with Disabilities Act* and IASR requirements

### Employees will:

- participate in accessibility training and awareness programs provided by the Agency to enhance understanding of accessibility issues and compliance with relevant standard requirements
- apply the knowledge gained from training sessions to daily activities, promoting accessibility in all aspects of their work

## REFERENCES AND RELATED FORMS, POLICIES AND PROCEDURES

- *Ontario Regulation 191/11, Integrated Accessibility Standards*
- [CA.50.01.105 Accessible Customer Service.pdf](#)
- [CA.52.01.151 Accommodation in Employment.pdf](#)
- [CA.53.01.104 Accessibility to WDGPH Facilities and Property.pdf](#)

## CONTACT FOR INQUIRIES – CHRO/Corporate Director Human Resources

APPROVED BY: Vice President, Human Resources and Corporate Services/CAO



REVISION DATES: Dec 1, 2015, Mar 28, 2024