



Accessibility Plan

Providing Goods and Services to People with Disabilities

One City Peterborough (OCP) is committed to maintaining a workplace environment that provides accessibility* for persons with disabilities in the delivery of OCP's goods and services.

This policy is consistent with the Accessibility Standards for Customer Service made under the Accessibility for Ontarians with Disability Act, 2005 ("AODA").

OCP will use reasonable efforts to ensure that its policies, practices and procedures governing the provision of its services to persons with disabilities are consistent with the following principles:

- goods and services are provided in a way that respects the dignity and independent of persons with disabilities;
- persons with disabilities are able to benefit from the same services; in the same place, and in a similar way as other clients;
- persons with disabilities have opportunities equal to others to obtain, use, and benefit from OCP's goods or services.

Definitions

For the purpose of this policy:

(a) "Disability" means:

(i) 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, and degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impairment, 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;

- (ii) a condition of mental impairment or a development disability;
 - (iii) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
 - (iv) a mental disorder; or
 - (v) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace and Safety Insurance Act, 1997.
- (b) “Guide Dog” means a dog trained as a guide for a person who is blind or visually impaired.

*“Accessibility” is the degree to which persons with disabilities can access a device, service or environment without barriers. Accessibility is also a process – it is the proactive identification, removal, and prevention of barriers to persons with disabilities.

(c) “Service animal” means an animal for a person with disabilities 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 the disability.

(d) “Support person” means, in relation to a person with disabilities, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods and services.

Application of Policy

This policy applies for OCP services that are provided externally to the public or third parties.

The policy applies to all staff at OCP, agents, clients, and visitors to OCP. All areas of OCP are accountable for providing accessibility to persons with disabilities.

Providing Good and Services to Persons With Disabilities

OCP is committed to excellence in serving all clients, including persons with disabilities, and will carry out its functions and responsibilities by:

- Communicating with persons with disabilities in ways that take into account their disability.
- Serving persons with disabilities who use assistive devices. OCP will provide its staff with training on how to use the assistive devices available on OCP premises.
- Ensuring that persons with disabilities who are accompanied by their guide dog or

other service animals are permitted to enter the premises of OCP with the animal and to keep the animal with them, unless the animal is excluded by law from the premises.

- Ensuring that persons with disabilities who are accompanied by a support person are permitted to enter OCP's premises with their support person. At no time will persons with disabilities who are accompanied by their support person be prevented for having access to their support person while on OCP premises.

Support Persons

Persons with disabilities may enter OCP's premises with a support person and have access to the support person while on the premises.

OCP does not charge fees for support persons or if fees are charged for admission to the premises (e.g., special events), OCP shall provide notice of the amount in advance.

OCP may require persons with disabilities to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health and safety of the person with disabilities or the health or safety of others on the premises.

Service Animals

Persons with disabilities may be accompanied by a guide dog or other service animal when on OCP premises. In the event that service animals are excluded by law from the premises, OCP will provide other resources or supports to enable the person with disabilities to access the services and goods offered by OCP.

Notice of Temporary Disruption

OCP will notify the public in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Training

OCP will train its staff and other individuals who provide services to the public on OCP's behalf on the provision of its goods and services to persons with disabilities.

The training will be provided as soon as practicable after OCP members commence his or her duties and will include the following topics:

- (a) An overview of the AODA and the requirements of the client service standard; (b) OCP's plan related to the client service standard;
- (c) How to interact and communicate with people with various types of disabilities;
- (d) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- (e) How to use the equipment or devices available on-site or otherwise that may help with providing services to people with disabilities;
- (f) What to do if a person with a disability is having difficulty in accessing OCP's services; and
- (g) OCP's policies, practices, and procedures relating to customer service standard.
- (h) Staff will be trained when changes are made to our accessible client service plan. OCP will provide training on an ongoing basis when changes are made to OCP's policies, practices, and procedures governing the provision of goods or services to persons with disabilities.

Feedback Process

OCP welcomes any feedback regarding the methods it uses to provide goods and services to persons with disabilities. Individuals may provide their feedback in person, by telephone to the General Inquiries Line, at 1-705-741-4172, in writing, email at info@onecityptbo.ca, regular mail, or verbally.

Complaints may be made in writing to the Executive Director, who will review and assess every complaint received and attempt to respond within ten (10) business days. Where possible, the Executive Director will address the issues. If a complaint cannot be addressed, the Executive Director will advise the complainant.

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