

Accessibility Policy

Approved by: County Council

Date Approved: February 7, 2012

Last Revision Date: November 2009

Replaces: ADM-04-09

Scheduled for Review by: 2017

Policy Number: MS-ACC-001

Section: Municipal Services

Sub Section: Accessibility

References and Related Documents

[Ontarians with Disabilities Act, 2011](#)

[Accessibility for Ontarians with Disabilities Act, 2005](#)

[Accessibility Standards for Customer Service-Ontario Regulation 429/07](#)

[Ontario Human Rights Code](#)

[Ontario Regulation 31/05 Food Safety and Quality Act 2001](#)

[Dog Owner's Liability Act](#)

[Ontario Regulation 562 under Health Protection and Promotion Act](#)

[Integrated Accessibility Standard-Ontario Regulation 191/11](#)

[Grey County 2011 Accessibility Plan with Appendices](#)

[MS-ACC-001-001 Accessibility Procedure](#)

Other Accessibility Standards as enacted

Policy Statement

The County of Grey is committed to being responsive to the needs of all customers and members of the public. To do this, the County must recognize the diverse needs of all residents and respond by trying to provide services and facilities that are accessible to all. As an employer and provider of public service, the County of Grey is committed to ensuring its services are provided in an accessible manner.

The County of Grey will promote accessibility through the development of policy, practices and procedures and by ensuring that consideration is given to persons with disabilities. To do this, policies, practices and procedures shall address **dignity, equity, inclusion, independence and responsiveness**.

Purpose

This policy is intended to address the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and related Standards and Regulations introduced

under the legislation, ensuring that persons with disabilities are provided equal opportunities and standards of service.

This policy enables the implementation of procedures to ensure compliance with the accessibility standards developed by the Accessibility Directorate of Ontario Standards Development Committee as listed below:

- Accessible Customer Service
- Accessible Information and Communication
- Accessible Built Environment
- Employment Accessibility
- Accessible Transportation

The established procedures shall ensure compliance by recognizing the use of assistive devices, support persons, service animals and other accessible means.

This policy applies to Council, County employees as well as volunteers, agents or contractors representing or performing any function on behalf of the County.