

Accessible Barrier Complaint Policy			
SECTION: Administration, Clerk's Services			
DATE: September 8, 2009	REV. DATE:	COVERAGE: All Municipal Services, Facilities, Property and Staff	PAGE #: 1/3

GOAL:

To provide for the Corporation of the Town of Collingwood a policy to receive input from the public and address accessible barriers found within municipal services, staff, property and facilities and ensure compliance with the Accessibility for Ontarians with Disabilities Act, 2005, and Ontario Regulation 429/07, and any amendments thereto.

DEFINITIONS:

For the purpose of this policy the following words have the respective meaning as identified:

“Accessibility Advisory Committee” means the Accessibility Advisory Committee as established and appointment by the Council of the Town of Collingwood.

“Barrier Identification Form” means the Accessible Barrier Identification form attached as Appendix A, and may be amended from time to time by Clerk Services, or upon recommendation of the Accessibility Advisory Committee.

“Municipal Services” means all services and operations provided or under the direction of control of the Town of Collingwood.

“Municipal Staff” means all employees including full-time, part-time, contract and seasonal staff of the Town of Collingwood.

“Municipal Property” means any property owned or under the direction and control of the Town of Collingwood

“Municipal Facility” means any building, structure (including stormwater management facilities) owned by or under the direction and control of the Town of Collingwood.

“Staff Resource” means the Senior Manager that has been assigned by the Chief Administrative Officer as the staff liaison with the Accessibility Advisory Committee.

“Town” means the Corporation of the Town of Collingwood.

POLICY FOR ADDRESSING ACCESSIBLE BARRIERS

1. *General.* The policy of the Town is to provide a mechanism to receive input from the public and staff to identify a procedure to address all accessible barriers identified within the Town of Collingwood Municipal Services, Municipal Staff, Municipal Property and Municipal Facilities.
2. *Type of Barrier.* The type of barrier may be identified under the following categories: Physical/Architectural, Information, Communication/Attitude, Technological, Policy or Practice.

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3. *Addressing Identified Barriers.* All identified barriers will be thoroughly reviewed and addressed to the best sustainable resolution for the community, utilizing the following procedures.

PROCEDURE

1. The Barrier Identification Form (Appendix A), will be made available to the public through the Town Website, Town Hall Administration Office, Library and other agencies or municipal facilities as deemed appropriate.
2. Barrier Identification Forms will be available in accessible locations and in a large font for individuals with low vision. Individuals may also ask a staff member to assist them in completing the Barrier Identification Form.
3. Completed Barrier Identification Forms shall be submitted to Clerk Services, either by mail, email, hand delivered during business hours or dropped off in the exterior mail slot at the Town Hall.
4. The Clerk shall provide a copy of the completed Barrier Identification Form, *in accordance with the Municipal Freedom of Information and Protection of Privacy Act*, to the CAO, for Department Head Review (*when appropriate*), Accessibility Advisory Committee and to the respective department/service where the barrier has been identified.
5. If the contact information has been provided on the form, the Clerk or other municipal representative as designated shall notify the individual within five (5) business days to acknowledge receipt of the form, advise of a timeline for review and anticipated resolution of the barrier, and seek further clarification if needed.
6. The Staff Resource of the Accessibility Advisory Committee will be responsible to work with the Accessibility Advisory Committee, Department Head Team, and respective Department to review the barrier and identify the resolution of the barrier. Costs associated with the removal of the barrier will come from the respective department budget, or the Accessibility Advisory Committee budget if approved by the Committee, and will occur in accordance with the municipal procurement by-law. If the financial resources required are significant and outside of the approved budget, then the respective Department shall, with assistance from the Staff Resource, prepare a staff report for Council's review and consideration.
7. Once the preferred method of eliminating the barrier has been identified and the financial resources (if needed) are secured, the respective department will remove the barrier, establish an alternative, and/or minimize the barrier with the assistance of the staff resource.
8. If funding is not available, the Accessibility Advisory Committee will review the barrier and determine if there is alternative means to mitigate the barrier, until the barrier can be removed in its entirety. The Committee may seek financial support from other local agencies, ministries, or public private partnerships to fund any shortfall that may prohibit the municipality from removing the barrier.

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9. When the barrier is removed, or determined it cannot be removed immediately, the individual who originally identified the barrier will be notified if so requested. The Town, with the consent of the individual that identified the barrier, may choose to issue a media release to apprise the public that another municipal barrier has been removed.
10. The Committee will submit an annual report on the number of barriers that have been identified both internally and externally, and how the barrier has been removed or mitigated to provide an enhanced service to our stakeholders.
11. If a Barrier has been identified that is not within the municipality's control, we will notify the individual and request permission to forward to Breaking Down Barriers for their assistance in removing barriers in the private sector.

APPENDICES

1. Barrier Identification Form

AMENDMENTS / REVISIONS

1. The Accessibility Advisory Committee, through the staff resource, will have the authority to make minor amendments to the policy as deemed necessary to ensure the efficient administration of its intent. If any changes are made to the policy, it must be circulate to All Staff and Council. Major changes to the policy or intent will require Council's approval.