

Town of Aurora

AODA Self-Certified Accessibility Report

	Question	Answer
1	Do you meet the consultation, fare, fee and documentation requirements for taxis?	YES
2	Is your organization complying with the requirements of the Customer Service Standard that came into effect prior to this report and are you implementing the Customer Service training policy by continuing to train staff on an ongoing basis?	YES
3	Does your organization have written accessibility policies and a statement of commitment?	YES
4	Has your organization established, implemented, maintained and posted a multi-year accessibility plan?	YES
5	Does your organization provide its emergency procedures, plans or public safety information that it makes available to public, in an accessible format upon request?	YES
6	Does your organization provide individualized emergency response information for employees that require it and does it review the information in accordance with the Employment Standard?	YES
7	Do you include accessibility criteria and features in your procurement process and, if applicable, do you incorporate accessibility features when designing, procuring or acquiring self-service kiosks?	YES

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Rapport sur l'accessibilité autocertifié pour la LAPHO

	Question	Réponse
1	Respectez-vous les exigences concernant les tarifs, les frais et la documentation relatifs aux taxis?	OUI
2	Votre organisation respecte-t-elle les exigences de la Norme d'accessibilité pour les services à la clientèle qui sont entrées en vigueur avant la parution de ce rapport, et applique-t-elle la politique de formation sur les services à la clientèle en continuant d'offrir une formation continue à son personnel?	OUI
3	Votre organisation a-t-elle des politiques d'accessibilité écrites et une déclaration d'engagement?	OUI
4	Votre organisation a-t-elle élaboré, mis en œuvre, tenu à jour et affiché un plan d'accessibilité pluriannuel?	OUI
5	Votre organisation fournit-elle dans un format accessible, sur demande, les mesures ou plans d'urgence ou de sécurité publique qu'elle met à la disposition du public?	OUI
6	Votre organisation fournit-elle des renseignements individualisés relatifs aux interventions d'urgence aux employés qui en ont besoin, et examine-t-elle ces renseignements conformément aux exigences de la Norme d'accessibilité à l'emploi?	OUI
7	Prenez-vous en compte les critères et options d'accessibilité dans votre processus d'approvisionnement, si nécessaire, prenez-vous en compte les options d'accessibilité lors de la conception, de l'obtention ou de l'acquisition de guichets libre-service?	OUI

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	Comment
1	Municipal Licensing By-Law Training provided as a condition of licensing
2	Training provided and maintained to all new employees/volunteers/contractors Training refresher and updated resources provided to employees/volunteers/contractors
3	Municipal Policy #63, Accessible Standards for Customer Service Policy Municipal Policy #69, Integrated Accessibility Standards Policy
4	Multi-Year Accessibility Plan outlines a phased-in strategy to prevent and remove barriers and addresses the current and future requirements of the AODA. The Town of Aurora reports annually.
5	Municipal Emergency Response Plan, By-law 5395-12, Schedule "A"
6	All existing and new employees through "on-boarding" process provided information for Individualized Emergency Response Information that require it.
7	Purchasing By-Law #5500-13 updated to reflect AODA accessibility criteria, features in procurement process. Pre-bid form with Accessible considerations and checklist developed.

General Comment:

The Town of Aurora is committed and guided by the four principles of Dignity, Independence, Integration and Equal Opportunity and supports the full inclusion of persons set out in the Canadian Charter of Rights & Freedoms, and the Accessibility for Ontarians with Disabilities Act, 2005.

The Town of Aurora shall use every effort to ensure that it meets the needs of people with disabilities, in a timely matter, through the implementation of municipal policy and procedures.