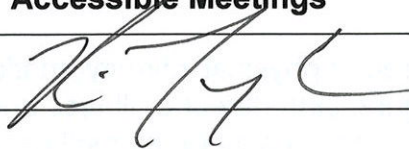


# Management Directive



Management Directive No.:	MD 2019-002
Management Directive Name:	Accessible Meetings
Date Approved by CAO or Designated Person:	 Jan. 21/19
Date revision approved by CAO or Designated Person:	
Related SOP, Management Directive, Council Policy, Forms	CP2018-006

## Directive Statement and Rationale:

The City of Kawartha Lakes wishes to encourage and support full public participation and an inclusive work environment at all City meetings and events. This directive applies to both publicly attended and internal staff assemblies. The Accessible Meetings Management Directive is intended to provide helpful information on how to ensure inclusive engagement in keeping with [Ontario Regulation 191/11 of the Accessibility for Ontarians with Disabilities Act, 2005](#) and the City Accessibility Policy statement that reads in part: The City will integrate the needs of each individual, as fully as practicable into the method of service delivery; and will ensure that people with disabilities be given an equal opportunity to use and benefit from the goods, services and areas that are provided by the Corporation of the City of Kawartha Lakes.

## Scope:

This directive applies to all persons, whether employee, member of Council, agent, volunteer or student who provides goods and services to members of the public or other third parties on behalf of the City.

## Definitions:

**“Accessible Accommodation”** means removing barriers to participation. Examples include but are not limited to the provision of large print documents, hearing assistive devices, a physically accessible meeting space, etc.

**“Dignity”** means that a service is provided in a way that allows a person with a disability to maintain self-respect and the respect of other people.

# Management Directive



**“Disability”** – is defined, per Section 2 of the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 and the Human Rights Code, R.S.O. 1990, c. H.19, as follows:

- a) Any degree of physical 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, any 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,
- b) A condition of mental impairment or a developmental disability,
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) A mental disorder,
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

**“Equal Opportunity”** means that access to goods or services shall be equal for all persons.

**“Independence”** means doing things on your own without unnecessary help or interference from others.

**“Integration”** means benefiting from the same services, in the same place, and in the same or similar manner as another individual.

**“Organizer”** Event manager, a person who organizes an event. Party organizer, a political party official. Professional organizer, a person who helps others get organized. Union organizer, a trade union official Other uses.

**“Public”** means, all people seeking goods and services from the City;



# Management Directive



## Management Directive:

### 1.0 Responsibility

- 1.01 All meetings attended by the Public must be held in an accessible City facility. This includes meetings organized by Council, Committees, Boards, Task Forces and/or City Departments.
- 1.02 In keeping with the Directive Statement and Rationale it is vital that we invite attendees to express their accommodation needs so that a person with a disability may fully participate with dignity, independence, integration and equal opportunity. In doing so, when planning a large event (internal or external) or a meeting involving Public participation, the organizer is to include the following statement on all correspondence, notices, invitations and agendas:

**The City of Kawartha Lakes is committed to accessibility for persons with disabilities. Please contact (include contact telephone number and email address) by \_\_\_(date)\_\_\_ if you have an accessible accommodation request.**

- 1.03 All outlook meeting requests are to include the following statement:

**The City of Kawartha Lakes is committed to accessibility for persons with disabilities. Please make contact as soon as possible if you have an accessible accommodation request. Thank you.**

It is suggested that another email signature for meeting requests be prepared and the statement be placed above your standard email signature and contact information. This will make it easy for you to insert this prepared signature every time you send an internal meeting request through outlook.

- 1.04 The organizer will be responsible for taking action to fulfill all accommodation requests received unless not practicable to do so.
- 1.05 Should the request be considered not practicable by the organizer, the organizer must consult with the Accessibility Officer who may consult with the Accessibility Advisory Committee or other resources to source a possible solution or alternative.
- 1.06 Should it be determined that the accommodation cannot be provided for reasons beyond the Corporation's control, alternate accommodations will be discussed with the individual. The Accessibility Officer will document and retain the details associated with the request and the alternate accommodation provided.
- 1.07 The organizer shall utilize the **Accessible Meetings Checklist -Appendix A** for guidance, take into consideration the content especially when hosting large public gatherings and fulfill as many items within the checklist as possible.

# Management Directive



## Revision History:

Proposed Date of Review:

Revision	Date	Description of changes	Requested By
1.0	08/18	Updated M-HR-010	Barb Condie

## Appendix A – Accessible Meetings Checklist

### Advertising, outreach and registration forms

- ☐ Give sufficient notice for your upcoming event or public meeting – this allows people to arrange for transportation, assistants or other supports they may require.
- ☐ Include a section on your registration form or on the event/public meeting notice for people to identify their accommodations or special needs.
- ☐ Alternatively, include contact information (e.g., phone number and e-mail address) so that attendees can contact you with their special, confidential requests.
- ☐ Follow up with people who request accommodations in a timely fashion to discuss how we can try to accommodate their request.
- ☐ On the posters or information sheets, include accessibility symbols and the duration of the event.
- ☐ Include the statement about the City's scent-free practice.
- ☐ If you are serving food, give participants a chance to request dietary preferences. Include **“Please let us know if you have any dietary concerns by \_\_\_(date)\_\_\_”** within your invitation.

### Helping participants get to the space you are using

- ☐ Make sure transport options for getting to the venue are attainable for people with disabilities.
- ☐ Preference should be given to a main floor meeting space to avoid the need for elevator use and distance to nearest accessible parking considered when determining the location.
- ☐ Whenever possible provide wheelchair access via the main entrance.
- ☐ Alternatively, post clear, legible signs at the main entrance showing alternative, safe and accessible entrances.

- ☐ Make sure people with a disability can reach all areas used at your event or public meeting independently or with assistance from your volunteers, e.g., the registration desk, auditorium, breakaway rooms, stage, etc.
- ☐ Preferably, elevators should have low buttons for wheelchair users, Braille/raised number markings or audible floor announcements for people with low vision and visual floor indicators for people who are Deaf, deafened or hard of hearing.

### **Selecting the room(s) for your event**

**Make sure the room set-up for your event is as accessible as possible. Consider the following elements:**

- ☐ Allows for easy movement for wheelchair and scooter users (You may have to rearrange furniture).
- ☐ Wide aisles.
- ☐ Includes accessible areas interspersed throughout the room – front, middle and back.
- ☐ Plenty of space around tables.
- ☐ Good lighting (bright, without glare and allows for adjustment).
- ☐ If a stage is used, it is easily visible and accessible.
- ☐ Projector screen is easily visible.
- ☐ Good acoustics (Note: MiPro portable audio system with 2 microphones and 2 FM receivers is available from IT Services by booking Sound Equipment2 ).
- ☐ When assistive technology (ie. Microphone) is being used during presentations ensure that there is a second microphone for people to use for questions or comments or have the main presenter/chair of meeting repeat questions into the microphone.
- ☐ Provide seat reservations for people who are Deaf, deafened or hard of hearing people so they are assured seating near the presenter.
- ☐ Accessible washrooms are within a reasonable distance.



**Also make sure that you:**

- ☐ Cover electrical cables or cords that cross over aisles or pathways so wheelchair users as well as people who use canes and walkers can traverse safely across them.
- ☐ Arrange for Assistive Listening Devices (e.g., a handheld microphone, lapel microphone, speaker and FM system that is available by reserving SoundEquipment2 from IT Services), if requested and post a sign that they are available to the public and where to obtain them.
- ☐ Post clear and easy-to-read signs showing locations of accessible washrooms, elevators, phones, etc.
- ☐ Wherever possible, try to eliminate or reduce background noise during proceedings. (Please check to make sure that there is no work/renovations planned the same day as the event or public meeting).
- ☐ Make sure organizers, presenters and volunteers are aware of emergency evacuation procedures.

**Planning ahead with people power**

- ☐ Utilize The City of Kawartha Lakes Accessibility for Ontarians with Disabilities Act (AODA) Training Booklet to train your volunteers for the event or public meeting on how to respectfully, assist people with disabilities and how to respond to any accessibility issues that may arise.
- ☐ Make sure that volunteers are easily identified (use nametags and/or other identifiers).
- ☐ Book English/American Sign Language (ASL) interpreters or computerized note taker/real time captioning, if these services have been requested.

**Note:** Interpreters, captioners and/or note takers need at least 3 weeks advance notice. Contact the Accessibility Officer for more information on booking English/ASL Interpreters.

- ☐ Provide interpreters and note takers with the agenda and any presentation outlines in advance of the event.
- ☐ At the event or public meeting, be sure the interpreter and/or captioner is introduced and explain what they will be doing during the event.

- ☐ If food is to be provided, make sure the total count includes interpreters, note takers, attendants and child-minders.
- ☐ Remind participants as well as volunteers and service providers of the scent-free practice.

### **Suggestions for Effective Presenters**

- ☐ Remind presenters to end meetings or presentations on schedule (people making transit arrangements often have very little flexibility).
- ☐ Be prepared to receive a request to have electronic copies of the information circulated ahead of time. Those who use reading software generally do this to prepare for meetings.
- ☐ Have a few 12 point font print copies as well as 16 point font or larger available. Encourage presenters to offer copies of their material in different formats before their presentation starts. (suggestion: include a statement about the requirement of providing accessible documents should it be requested within your consultants service agreement).
- ☐ For presenters, lectern heights and audiovisual controls need to be adjustable to meet the needs of different speakers.
- ☐ During the session, presenters should verbally describe the contents of any videos, or any written material, including overheads or chalkboard notes for those audience members with vision loss.
- ☐ Incorporate the following guidelines for those with hearing disabilities:
  - Assign a communication monitor who will stop people from chatting, remind the speaker if they are not loud enough, handle all background noise and if an audio fm system is used roam with the microphone
  - Reduce background noise
  - Explain agenda topic and provide handouts
  - Keep a speaker's list and make sure everyone is aware of the order
  - Let people finish reading, before talking about the subject
  - Check during the meeting that all can hear
  - Only one person should speak at a time, no side conversations
  - Wait to be acknowledged by the chair before speaking
  - Give clues when changing the subject
  - Stop the meeting for clarification
- ☐ Encourage presenters to use captioned videos.



- ☐ Organizers or presenters should check with the audience about the need for breaks.

### **Budgeting for your event**

- ☐ Designate funds early in the planning stages in the event a request for ASL/English interpretation, or to have materials prepared in large print or Braille.
- ☐ For information about booking ASL/English interpreters, captioners or about having your materials produced in Braille contact the Accessibility Coordinator.

### **Evaluating your event**

#### **Make sure you:**

- ☐ Include a section about the accessibility of the event. This can provide valuable information that can be used for future event planning.

## Other Resources

For further information please refer to:

[Ontario Municipal Social Services Association \(OMSSA\) Guide to Accessible Meetings](#)

The City of Kawartha Lakes is committed to providing quality goods and services that are accessible to all people. This document is available in an accessible format or with appropriate communication supports upon request.

Please contact the Accessibility Officer, Barbara Condie, in one of the following ways:

Email: [bcondie@kawarthalakes.ca](mailto:bcondie@kawarthalakes.ca)

Phone: (705) 324-9411 ext. 1185

## External Resources

The [WebAIM](#) site offers more information, including [how to create accessible Microsoft Word documents](#) for PC and Mac.

[WebAIM - Color Contrast Checker](#)

Microsoft's guide, [Create Accessible Word Documents](#), offers online video tutorials and a reference sheet that may be used offline. Closed captions are available for videos by selecting the CC button.

The [CNIB Clear Print Accessibility Guidelines](#) provide useful tips on print documents.

[Outlook 2010: Creating Accessible Emails](#)

[Accessibility Features in Microsoft Office 2010](#)