



**Municipality of Mississippi Mills**

**ACCESSIBILITY ADVISORY COMMITTEE AGENDA**

**Wednesday, September 22, 2021**

**3:00 p.m.**

**E-participation**

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	<b>Pages</b>
<b>A. CALL TO ORDER</b>	
<b>B. DISCLOSURE OF PECUNIARY INTEREST AND GENERAL NATURE THEREOF</b>	
<b>C. APPROVAL OF AGENDA</b> Recommended Motion: THAT the agenda be approved as presented.	
<b>D. APPROVAL OF MINUTES</b> Recommended Motion: THAT the minutes dated May 19, 2021 be approved.	2 - 4
<b>E. BUSINESS ARISING OUT OF MINUTES</b>	
<b>F. DELEGATIONS AND PRESENTATIONS</b> None	
<b>G. REPORTS</b>	
<b>G.1. Accessibility Compliance Audit and Changes to Policies and Procedures</b>	5 - 50
<b>H. INFORMATION AND CORRESPONDENCE</b>	
<b>H.1. Resignation of Committee Member - Paul Crozier</b>	
<b>H.2. New Staff Resource - Casey Munro, Deputy Clerk</b>	
<b>I. ROUND TABLE</b>	
<b>J. OTHER / NEW BUSINESS</b> None	
<b>K. MEETING ANNOUNCEMENTS</b>	
<b>L. ADJOURNMENT</b>	



**The Corporation of the Municipality of Mississippi Mills**

**Accessibility Advisory Committee Meeting**

**MINUTES**

**May 19, 2021**

**3:00 p.m.**

**E-participation**

Committee Present: Jim Lowry  
Araina Clark  
Myrna Blair  
Betty Preston  
Kristen Ray  
Councillor Guerard

Committee Absent: Paul Cozier  
Claire Marson

Staff Present: Jennifer Russell, Administration

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**A. CALL TO ORDER**

Chair, Betty Preston, called the meeting got order at 3:01 p.m.

**B. DISCLOSURE OF PECUNIARY INTEREST AND GENERAL NATURE THEREOF**

None

**C. APPROVAL OF AGENDA**

**Moved by** Kristen Ray

**Seconded by** Myrna Blair

**THAT** the agenda be approved as presented.

**CARRIED**

**D. APPROVAL OF MINUTES**

**Moved by** Araina Clark

**Seconded by** Myrna Blair

**THAT** the minutes dated April 21, 2021 be approved.

**CARRIED**

**E. DELEGATIONS AND PRESENTATIONS**

None

**F. REPORTS**

**F.1 Annual Accessibility Report**

Jennifer Russell provided an update on the Annual Accessibility Report and advised Committee on status of the Almonte Old Town Hall automatic washroom door project.

**Moved by** Jim Lowry

**Seconded by** Kristen Ray

**THAT the Accessibility Advisory Committee (AAC) recommends Council Accept the 2021 Annual Accessibility Report.**

**CARRIED**

**G. BUSINESS ARISING OUT OF MINUTES**

**G.1 National AccessAbility Week May 31 to June 4, 2021**

The Committee discussed the National AccessAbility Week promotional items.

Renfrew Radio has availability for a radio interview with Betty Preston for Accessibility week, free of charge.

Araina Clark will be doing an interview regarding Accessibility issues to be included in the Humm newspaper.

**ACTION:** Staff to assist committee in answering questions for interviews.

**H. ROUND TABLE**

Betty Preston - Mill Run Park uses wood chips as the surface for its playground.

**I. INFORMATION AND CORRESPONDENCE**

None

**J. OTHER / NEW BUSINESS**

None

**K. MEETING ANNOUNCEMENTS**

The next meeting is scheduled for June 16, 2021 at 3:00 p.m.

**L. ADJOURNMENT**

**Moved by** Jim Lowry

**Seconded by** Araina Clark

**THAT** the meeting be adjourned at 3:30 p.m.

**CARRIED**

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Jennifer Russell, Administration

# THE CORPORATION OF THE MUNICIPALITY OF MISSISSIPPI MILLS

## STAFF REPORT

**DATE:** May 18, 2021  
**TO:** Committee of the Whole  
**FROM:** Jennifer Russell, Deputy Clerk  
**SUBJECT:** Accessibility Compliance and Policy Updates

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### RECOMMENDATION:

**THAT Committee of the Whole recommend Council accept the changes to the Municipality's Accessibility policies, procedures and plans to be in compliance with the Integrated Accessibility Standards of Ontario.**

### BACKGROUND:

On November 3, 2020, the Clerks department was contacted by AODA Compliance Ontario and was informed that the municipality had been selected for an AODA desk audit. The Ministry for Seniors and Accessibility conducts desk audits on selected organizations to confirm they are in compliance with AODA, 2005, and its associated accessibility standards, and to provide any needed support.

AODA Compliance provided an Accessibility checklist with seven (7) Regulatory Requirements from the Act, with each regulatory requirement requiring several municipal documents to provide proof of the municipality's compliance.

After review of our submission, AODA Compliance provided a Compliance Checklist with items the municipality would need to update in order to be in compliance with the Act.

### DISCUSSION:

There are certain policies, procedures and plans that need to be updated or created in order to meet AODA compliance. These updates are described below.

1. The Accessible Customer Service Policy item 5.1.5 be revised to include the following:
  - 5.1.5 Where fees for goods and services are required by the Municipality and where the Municipality requires a person with a disability to be

accompanied by a support person when on the premises, the Municipality will waive payment of the amount of the fee in respect to the support person's admission to the premises

2. The Accessible Customer Service Procedures item 4.2 be revised to include the following:

4.2 Support Person - When a person with a disability is accompanied by a support person, they are permitted to enter the premises together and are not prevented from having access to each other while on the premises. The Municipality may require a person with a disability to be accompanied by a support person while on its premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

3. The current Recruitment Policy has also been updated to include individual accommodation plans with changes under 8. Documented Individual Accommodation Plans, 9. Return to Work Process and Plan, 10.01 Performance Management, 10.02 Career Development and Advancement Opportunities and 10.03 Redeployment.
4. A Return to Work Process and Plan has been created to describe the process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. The process outlines the steps that must be taken to facilitate the return to work of employees who were absent because their disability required them to be away from work.

As part of the Return to Work process, an Individual Accommodation Process and Plan have been created. An individual accommodation plan is a formal way of recording and reviewing the workplace-related accommodations that will be provided to an employee with a disability in order to make their jobs accessible.

## **FINANCIAL IMPLICATIONS:**

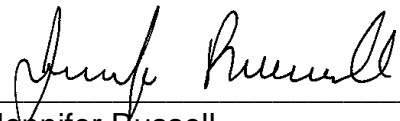
There are no financial implications for this report, however, the municipality would be waiving fees for support person's admission to the premises where the municipality requires a person with a disability to be accompanied by a support person when on the premises.

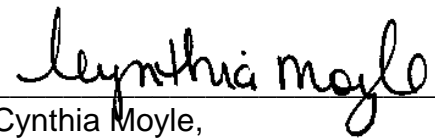
## **SUMMARY:**

The municipality was audited by AODA regarding its compliance to the Integrated Accessibility Standards of Ontario. The result of this audit concluded that the municipality's Accessibility policies, procedures and plans needed to be updated.

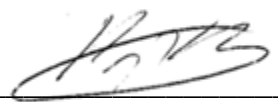
Respectfully submitted by,

Reviewed by:

  
\_\_\_\_\_  
Jennifer Russell,  
Deputy Clerk

  
\_\_\_\_\_  
Cynthia Moyle,  
Acting Deputy Clerk

Reviewed by:

  
\_\_\_\_\_  
Ken Kelly,  
CAO

#### ATTACHMENTS:

1. Accessible Customer Service Policy
2. Accessible Customer Service Procedures
3. Recruitment Policy
4. Return to Work Process and Plan
5. Individual Accommodation Process and Plan



# CUSTOMER SERVICE STANDARD POLICY

Accessibility for Ontarians with Disabilities Act, 2005

## 1.0 PURPOSE

The Municipality of Mississippi Mills is committed to providing service in a manner that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allow them to benefit from the same services, in the same place and in a similar way as other customers.

## 2.0 LEGISLATIVE AUTHORITY

Through the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Ontario is working to make the province fully accessible to people with disabilities by 2025. Under the act, the Province is developing five accessibility standards that organizations will be required to follow to identify, remove and prevent barriers to accessibility.

The Accessibility Standards for Customer Service (Ontario Regulation 429/07) came into force on January 1, 2008. The Municipality, as a designated Public Service organization, is required to be in compliance with the standard by January 1, 2010. The standard sets requirements in a number of key areas and will be reviewed provincially at least every five years.

## 3.0 SCOPE

The Municipality is committed to excellence in serving all customers including people with disabilities.

This policy applies to members of Council, all Municipality employees, including full-time, part-time, and temporary employees, summer students and co-op placements and persons acting on behalf of the Municipality (e.g. third parties, consultants, contractors)

## 4.0 DEFINITIONS

**Alternative Service** means a service generally intended to be temporary that

approaches the desired result until such time as the barrier is removed or an equivalent service is put in place;

**Assistive Device** means an auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs or hearing aids);

**Contractor** means a company or person with a formal or informal contract to do a specific job on behalf of Municipality of Mississippi Mills

**Customer** means any person who receives or seeks to receive goods or services from a person or organization in the private, public and non-governmental sector. Customer includes persons who involuntarily receive goods or services imposed by an external authority;

**Disability** means the same as the definition of disability found in the Ontario Human Rights Code;

**Equivalent** means having similar effects or identical effects;

**Service Animal** means an animal trained to do work or perform tasks for the benefit of a person with a disability as defined in Ontario Regulation 429/07;

**Support Person** means any person whether a paid professional, volunteer, family member or friend who accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods or services.

**Municipality** means the Corporation of the Municipality of Mississippi Mills.

## 5.0 ESTABLISHMENT OF POLICIES, PRACTICES AND PROCEDURES

**5.1** The Municipality shall use reasonable efforts to ensure that its' policies, practices and procedures are consistent with the following principles:

5.1.1 Goods or services will be provided in a manner that respects the dignity and independence of persons with disabilities;

5.1.2 Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services;

5.1.3 The Municipality will communicate with people with disabilities in ways that take into account their disability including accessible notifications and respond to questions;

5.1.4 That the Municipality employees will be trained to communicate, provide appropriate assistance and services in a manner that takes into account the person's disability;

5.1.5 Where fees for goods and services are required by the Municipality and where the Municipality requires a person with a disability to be accompanied by a support person when on the premises, the Municipality will waive payment of the amount of the fee in respect to the support person's admission to the premises.

## **5.2 Notice of Temporary Disruptions**

5.2.1 The Municipality will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities.

## **5.3 Use of Assistive Devices, Support Persons and Service Animals**

5.3.1 The Municipality will provide customers with assistance in the use of assistive devices;

5.3.2 Support persons and/or support animals may accompany a person with disabilities in the access of goods and services.

## **5.4 Documentation**

5.4.1 When required by Regulation, any documentation requested by a person with a disability shall be given in a format that takes into account the person's disability.

## **5.5 Training**

5.5.1 The Municipality will provide training to members of Council, all employees and volunteers or other third parties who deal with the public on their behalf, and all those who are involved in the development and approval of policies, practices and procedures;

5.5.2 The Municipality will ensure that contractors, agents and other third parties who deal with the public on their behalf have been trained and are aware of the Municipality's policies, practices and procedures;

5.5.3 Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures;

#### 5.5.4 Municipality training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- How to provide goods and services in a manner that respects the dignity and independence of persons with disabilities;
- How to interact and communicate with persons in a manner that takes into account their disabilities;
- The process for people to provide feedback to the Municipality about its' provision of goods and services to persons with disabilities, and how the Municipality responds to the feedback and takes action on any complaint;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog, service animal or a support person to access goods and services;
- Information on other Municipality policies, practices and procedures dealing with the AODA;
- How to use equipment or devices available on Municipal premises or provided by the Municipality that may help with the provision of goods and services;
- What to do if a person with a disability is having difficulty accessing the Municipality's goods and services.

#### 5.6 Feedback Process:

5.6.1 Feedback from our customers gives the Municipality staff and Council opportunities to learn and improve;

5.6.2 The Municipality shall establish a process for receiving and responding to feedback about the manner in which it provides goods and services to persons with disabilities and shall make information about the process readily available to the public.

### 6.0 AMENDMENTS TO THIS OR OTHER POLICIES

6.1 We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities;

- 6.2** Any Municipality policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

**7.0 EFFECTIVE DATE**

- 7.1** This policy takes effect on January 1, 2010.




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## CUSTOMER SERVICE PROCEDURES

### For the Customer Service Policy

### Accessibility for Ontarians with Disabilities Act, 2005

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#### 1.0 PURPOSE:

This document provides the practices procedures and forms required to implement the Municipality of Mississippi Mills Customer Service Standard Policy and to meet the Customer Service Standards as prescribed in Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

#### 2.0 SCOPE:

The Council of the Corporation of the Municipality of Mississippi Mills adopted the Accessibility – Customer Service Standards Policy on the 29<sup>th</sup> day of June, 2009.

Under this policy all members of Council, Municipality employees, including full-time, part-time, and temporary employees, summer students and co-op placements and persons acting on behalf of the Municipality (e.g. third parties, consultants, contractors) shall follow the procedures contained in this document or any other action required by law.

#### 3.0 DEFINITIONS:

**Alternative Service** means a service generally intended to be temporary that approaches the desired result until such time as the barrier is removed or an equivalent service is put in place;

**Assistive Device** means an auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs or hearing aids);

**Contractor** means a company or person with a formal or informal contract to do a specific job on behalf of the Municipality;

**Customer** means any person who receives or seeks to receive goods or

services from a person or organization in the private, public and non-governmental sector. Customer includes persons who involuntarily receive goods or services imposed by an external authority.

**Disability** means the same as the definition of disability found in the Ontario Human Rights Code;

**Equivalent** means having similar effects or identical effects;

**AODA** means Accessibility for Ontarians with Disabilities Act, 2005 as amended.

**Service Animal** means an animal trained to do work or perform tasks for the benefit of a person with a disability as defined in Ontario Regulation 429/07;

**Support Person** means any person whether a paid professional, volunteer, family member or friend who accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods or services.

## **PROCEDURES:**

### **1.0 COMMUNICATION**

The Municipality shall:

- 1.1** Communicate with people with disabilities in ways that take into account their disability;
- 1.2** Train staff who communicate with customers on how to interact and communicate with people with various types of disabilities;
- 1.3** Provide accessible notifications to all of our customers in the following formats upon request: email, large print, Braille, hard copy;
- 1.4** Answer any questions customers may have about the content of the communication in person, by telephone, e-mail or in writing.

### **2.0 TELEPHONE SERVICES**

The Municipality shall:

- 2.1** Provide accessible telephone service to our customers;
- 2.2** Train staff to communicate with customers over the telephone in clear and

plain language and to speak clearly and slowly;

- 2.3** Offer to communicate with customers by email, in writing, in person, or by relay service if telephone communication is not suitable to their communication needs or is not available.

### **3.0 ASSISTIVE DEVICES**

The Municipality shall:

- 3.1** Ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services; and
- 3.2** That appropriate staff know how to use the following assistive devices available on Municipality premises for customers:
- automatic doors
  - elevator

### **4.0 USE OF SERVICE ANIMALS & SUPPORT PERSONS**

- 4.1** Service Animals - When a person with a disability is accompanied by a guide dog or other service animal, the Municipality will permit the person to enter the premises with the animal and keep it with him or her unless the animal is otherwise excluded by law from the premises.
- 4.2** Support Person - When a person with a disability is accompanied by a support person, they are permitted to enter the premises together and are not prevented from having access to each other while on the premises. The Municipality may require a person with a disability to be accompanied by a support person while on its premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.
- 4.3** Where fees for goods and services are required by the Municipality and where the Municipality requires a person with a disability to be accompanied by a support person when on the premises, the Municipality will waive payment of the amount of the fee in respect to the support person's admission to the premises.

### **5.0 NOTICE OF TEMPORARY DISRUPTION**

- 5.1** The Municipality will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities.

- 5.2 This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.
- 5.3 The notice will be placed at all public entrances and service counters on our premises, and where appropriate, on our website:  
[www.mississippimills.ca](http://www.mississippimills.ca).
- 5.4 If the disruption is anticipated, the Municipality will provide a reasonable amount of advance notice of the disruption. If the disruption is unexpected, notice will be provided as soon as possible

## 6.0 TRAINING

- 6.1 Training will be provided to staff based on the position's job requirements and probability of contact to the public.
- 6.2 Training will be provided to volunteers based on the level of contact with the public.
- 6.3 Staff will be trained on an ongoing basis when changes are made to the policies, practices and procedures.
- 6.4 Records of the training provided, including date of training will be kept in each employee file.
- 6.5 For every new hire, training will be provided within 6 months after a staff person commences their duties.
- 6.6 Levels of training will be customized into four categories:

### **LEVEL ONE:**

Where customer service is a component of the staff/person's job description/contract or participate in the development of policies, practices or procedures.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- Information on Municipal policies, practices and procedures dealing with the AODA;

- How to provide goods and services in a manner that respects the dignity and independence of persons with disabilities;
- How to interact and communicate with persons in a manner that takes into account their disabilities;
- The process for people to provide feedback to the Municipality about its provision of goods and services to persons with disabilities, and how the Municipality responds to the feedback and takes action on any complaint;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog, service animal or a support person to access goods and services;
- How to use equipment or devices available on Municipal premises or provided by the Municipality that may help with the provision of goods and services;
- What to do if a person with a disability is having difficulty accessing the Municipality's goods and services.

#### **LEVEL TWO:**

Where customer service is not the primary function however there is potential for coming in contact with the public or may participate in the development of policies, practices or procedures.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- Information on Municipal policies, practices and procedures dealing with the AODA;
- How to interact and communicate with persons in a manner that takes into account their disabilities;
- The process for people to provide feedback to the Municipality about its provision of goods and services to persons with disabilities, and how the Municipality responds to the feedback and takes action on any complaint;
- What to do if a person with a disability is having difficulty accessing the Municipality's goods and services.

**LEVEL THREE**

For those who may have occasional or a limited basis interaction with the public or limited participation in the development of policies, practices or procedures the following information will be provided.

- Pamphlet – Accessible Customer Service
- Customer Feedback Form
- Customer Service Guidebook
- Access to E-learning technology

**LEVEL FOUR**

For those who rarely interact with the public or participate in the development of policies, practices or procedures, the following information will be provided. This level also applies to those persons who have such a limited and occasional interaction with the public, that it is impractical to provide comprehensive training (i.e. 3 hour shift at Pakenham Home Show). These persons must be under the direct supervision of someone who has completed the appropriate level of training.

- Pamphlet – Accessible Customer Service
- Customer Feedback Form
- Customer Service Guidebook

**7.0 FEEDBACK PROCESS:**

To assist the Municipality in ensuring that the delivery of goods and services to those with disabilities is provided in an effective and timely manner, the customer is invited to provide their feedback as follows:

In writing, in person, e-mail or telephone, addressed to:

Clerk  
Municipality of Mississippi Mills,  
PO Box 400  
3131 Old Perth Road  
Almonte ON K0A 1A0  
Phone : (613) 256-2064 ext 226  
Fax : (613) 256-4887  
E-Mail: [chalcrow@mississippimills.ca](mailto:chalcrow@mississippimills.ca)

The Municipality Clerk will respond either in writing, in person, e-mail or telephone acknowledging receipt of feedback and will set out the action to be taken in response to any complaints. A response will be provided within twenty one days.

Information about the feedback process will be posted at each Municipal facility

and on the website [www.mississippimills.ca](http://www.mississippimills.ca)

## **8.0 MODIFICATIONS TO THIS OR OTHER PROCEDURES**

The Municipality is committed to developing customer service practices and procedures that respect and promote the dignity and independence of people with disabilities. Therefore, changes may be made from time to time to the procedures resulting from the feedback received and improvements to customer service for people with disabilities.

Any Municipal practice or procedure that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## **9.0 EFFECTIVE DATE**

These procedures take effect on January 1, 2010.

## **10.0 SCHEDULES:**

Training Record  
 Training Plan  
 Customer Feedback Form  
 Record of Customer Feedback  
 Customer Service Guidebook  
 Pamphlet – Accessible Customer Service  
 Notice - Planned Service Disruption  
 Notice - Unexpected Service Disruption

## **11.0 REFERENCES:**

Municipality of Mississippi Mills Accessibility Customer Service Standards Policy  
 Ontario Human Rights Code  
 Accessibility for Ontarians with Disabilities Act, 2005  
 O. Reg 429/07 Accessibility Standard for Customer Service  
 Mississippi Mills Municipal Accessibility Plan

## Municipality of Mississippi Mills ACCESSIBLE CUSTOMER FEEDBACK FORM

Accessibility for Ontarians with Disabilities Act, 2005

Thank you for visiting the Municipality of Mississippi Mills. We value all of our customers and strive to meet everyone's needs.

Please tell us the date and time of your visit: \_\_\_\_\_ at \_\_\_\_\_.

Staff Person or Position: \_\_\_\_\_

Location: \_\_\_\_\_ Department: \_\_\_\_\_

Did we respond to your accessible customer service needs today?

☐ YES    ☐ SOMEWHAT    ☐ NO (please explain below)

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Was our customer service provided to you in an accessible manner?

☐ YES    ☐ SOMEWHAT    ☐ NO (please explain below)

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Did you have any problems accessing our goods and services? )

☐ YES    ☐ SOMEWHAT    ☐ NO (please explain below)

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Please add any other suggestions/comments you may have:

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☐ Please check the box if you would like to receive a response to your feedback.

Contact information:

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

## Municipality of Mississippi Mills RECORD OF CUSTOMER FEEDBACK

Date feedback received: \_\_\_\_\_

Name of customer \_\_\_\_\_

Contact information \_\_\_\_\_

Details:	Remedial Measures:	Staff Member:	Follow-up:	Due by:

\_\_\_\_\_  
Authorization

\_\_\_\_\_  
Dated

cc: \_\_\_\_\_

**Municipality of Mississippi Mills**  
**RECORD OF**  
**ACCESSIBLE CUSTOMER SERVICE TRAINING**

Department or Event:

<b>Date of Training</b>	<b>Name of Employee</b>	<b>Level I (3 hrs)</b>	<b>Level II (1 hr)</b>	<b>Level III E-Learning</b>	<b>Level IV Reading Materials</b>

Supervisor: \_\_\_\_\_

Date: \_\_\_\_\_

**Municipality of Mississippi Mills**  
**ACCESSIBLE CUSTOMER SERVICE TRAINING PLAN**

<b>DEPARTMENT:</b>					
<b>Staff by Category</b>	<b>Name of Employee</b>	<b>Level I</b>	<b>Level II</b>	<b>Level III</b>	<b>Level IV</b>
<b>Full Time Staff</b>					
<b>Part Time</b>					
<b>Contractors</b>					
<b>Volunteers</b>					
<b>Summer Students</b>					

Department Head: \_\_\_\_\_

C.A.O. \_\_\_\_\_

Date: \_\_\_\_\_

**Municipality of Mississippi Mills**  
**SCHEDULED SERVICE DISRUPTION NOTICE**

There will be a scheduled service disruption at the \_\_\_\_\_.

The disruptions will be from \_\_\_\_\_ until \_\_\_\_\_.

These disruptions include:

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On behalf of the Municipality of Mississippi Mills we would like to thank you for your patience in this matter.

Should you have any further questions please contact:

Clerk  
Municipality of Mississippi Mills  
PO Box 400  
3131 Old Perth Road  
Almonte ON K0A 1A0  
613-256-2064 ext. 226  
Website: [mississippimills.ca](http://mississippimills.ca)

**Municipality of Mississippi Mills**  
**UNEXPECTED SERVICE DISRUPTION NOTICE**

There has been an unexpected service disruption(s) at the \_\_\_\_\_.

The estimated time of the service disruption(s) are from \_\_\_\_\_ until \_\_\_\_\_.

These disruption(s) include:

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On behalf of the Municipality of Mississippi Mills, we would like to thank you for your patience in this matter.

Should you have any further questions, please contact:

Clerk  
Municipality of Mississippi Mills  
PO Box 400  
3131 Old Perth Road  
Almonte ON K0A 1A0  
613-256-2064 ext. 226  
Website: [mississippimills.ca](http://mississippimills.ca)




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## RECRUITMENT, SELECTION AND HIRING POLICY

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**WHEREAS** it is important for the municipality to have policies in place with respect to the recruitment, selection and hiring of staff to meet the needs of the Corporation;

**AND WHEREAS** in the past there has been no formal policy with respect to recruitment, selection and hiring of employees for the Municipality;

**NOW THEREFORE** the following shall be the policy for recruitment, selection and hiring:

### 1. **POLICY STATEMENT**

Staffing is an essential process to ensure continuity of operations. It is the policy of the Municipality to recruit, select, retain, promote and assign the most qualified human resources available in order to fulfill its objectives. This shall be accomplished by making staffing decisions based on qualifications, ability and performance. This will ensure equal treatment and opportunity for all employees and job applicants regardless of race, nationality, colour, religion, sex, marital status, physical disability or any other factor unrelated to job performance. All vacant positions shall be staffed within the framework of legislation, applicable collective agreement(s), budgetary limitations and corporate needs.

### 2. **SCOPE**

This policy applies to all hiring within the Corporation.

### 3. **CATEGORIES OF EMPLOYMENT**

- a. **Permanent Full-time:** persons who normally work a full five day week. These employees are entitled to all staff benefits.
- b. **Permanent Part-time:** persons whose appointment calls for a specific lesser number of hours a day, or days per week on a continuing basis. Such employees are only eligible for benefits (standard deductions) as specified by legislation i.e. Employment Standards Act.
- c. **Casual:** persons hired to cover unscheduled, unforeseen or intermittent work. Such employees are only eligible for benefits (standard deductions) as specified by legislation i.e. Employment Standards Act.
- d. **Student:** a person who is registered and attends an educational

institution on a full-time basis. Such employees are only eligible for benefits (standard deductions) as specified by legislation i.e. Employment Standards Act.

- e. **Contract:** a person engaged under a letter of agreement, or a formal contract to carry out special projects for a specific period of time. Such employees are only eligible for benefits (standard deductions) as specified by legislation i.e. Employment Standards Act.

#### 4. **DEFINITIONS:**

**“Accommodation/accommodate”** refers to the design and adaptation of the work environment to the needs of as many types of persons as possible and, according to the Supreme Court of Canada, refers to what is required in the circumstances of each case to avoid discrimination. Several examples of accommodation are listed in the Accommodation Procedure.

**“Adaptive technology”** consists of work-related devices or equipment that allow employees with disabilities to participate as fully as possible in the workplace and include items such as magnification software and hardware, voice recognition software and augmentative communication devices.

**“Attendant services”** refers to the provision of services to persons with disabilities who require assistance with the duties of their position, as well as assistance with activities of everyday living during the employees' hours of work.

**“Barriers”** are physical barriers as well as formal or informal policies and practices that restrict or exclude persons in the designated groups from employment opportunities.

**“Bona fide occupational requirements”** according to the Supreme Court of Canada, are those requirements that:

- the employer has adopted for a purpose or goal that is rationally connected to the functions of the position;
- the employer has adopted in good faith, in the belief that they are necessary to fulfil the purpose or goal; and
- are reasonably necessary to accomplish the purpose or goal in the sense that the employer cannot accommodate persons with the characteristics of a particular group without incurring undue hardship.

**“Candidates”** includes applicants from outside Mississippi Mills, as well as existing employees who are participating in a recruitment process.

**“Employees”** includes full-time, part-time, casual, seasonal, contract employees.

**“Employment and employment-related opportunities”** - includes appointments, promotions, deployments, secondments, assignments, training and career development opportunities.

**“Facilities”** includes premises and equipment.

**“Flexible work arrangements”** include but are not limited to flex time and compressed work weeks for qualifying employees. (Please refer to Mississippi Mills’ Flex Arrangement Policy)

**“Persons with disabilities”** as defined by the Employment Equity Act, are persons who have a long-term or recurring physical, mental, sensory, psychiatric or learning impairment and who:

- consider themselves disadvantaged in employment by reason of that impairment; or
- believe that an employer or potential employer likely would consider them disadvantaged in employment by reason of that impairment.

These would include persons whose functional limitations owing to their impairment have been accommodated in their current job or workplace.

For the purpose of this policy, persons with disabilities do not have to fall strictly within this definition. Examples of types of disabilities that may require accommodation are listed in the Accommodation procedure.

**“Recruitment processes”** include open, closed or without competition staffing actions that result in a permanent or temporary appointment or deployment. Recruitment processes encompass all related activities such as establishing qualifications, advertising, assessment, giving notice that an appointment or deployment has been made, recourse and disclosure, as well as any related communications with candidates.

**“Relative”** shall mean the wife, husband, father, mother, father-in law, mother-in-law, sister, brother, son, daughter, son-in-law, daughter-in-law, brother-in-law, sister-in-law, grandparents, common law spouse, grandchildren, niece, nephew, foster child and / or the equivalent members of a blended family of a member of council, local board or committee of council of the municipality.

**“Systems”** includes information systems and employment systems (such as policies, practices, directives and guidelines).

## 5. DUTY TO ACCOMMODATE

The Municipality is committed to ensure the full participation of persons with disabilities in the employ of Mississippi Mills whether as candidates for all categories of employment or as employees by:

- identifying and removing barriers to employment, career development and promotion of persons with disabilities unless doing so would result in undue hardship;
- designing all employment systems, processes and facilities to be accessible by building accommodation into workplace standards, systems, processes and facilities; and
- accommodating individuals when such barriers cannot be removed. Such accommodation must be made to the point of undue hardship taking into consideration issues of health, safety and cost. Accommodation must

also be based on the circumstances of each case and must respect an individual's right to privacy and confidentiality.

## **6. ACCOMMODATION PROCEDURE**

- 6.01** The accommodation process should be as uncomplicated as possible and should respect the dignity and privacy of the person being accommodated. This can be accomplished if, at the time any person applies for a position, he or she is asked whether or not **an Individual Accommodation Plan** is required. The inquiry should be made again at the time of appointment or at the beginning of any other staffing process.
- 6.02** A request for accommodation need not be in writing, but should be communicated as clearly and specifically as possible. The person to whom the request has been directed should **follow the municipality's Individual Accommodation Process and Plan by** doing the following.
- i. Determine the type of accommodation required, based on information provided by the candidate or employee.
  - ii. If the candidate or employee does not know what type of accommodation is required, consult experts in the field to determine the appropriate accommodation. This could include the person's own physician, psychologist or experts on the condition requiring accommodation.
  - iii. Provide the accommodation based on the request of the person being accommodated, or, if necessary, on the advice of experts.
- 6.03** Persons requesting accommodation may be asked to provide documentation from a qualified health care professional to clarify the limitations caused by the disability and/or the type of accommodation that would be most effective. Any medical records provided should be kept strictly confidential and separate from personnel files. Requests for this type of information should come from the OHSS.
- 6.04** Departments are expected to integrate into their budgets and financial planning exercises the resources necessary to accommodate their employees. When considering cost, it should be kept in mind that in many cases the cost will be amortized over the employee's entire career.
- 6.05** The Municipality will notify employees and candidates about the availability of accommodation in the recruitment, assessment and selection processes.

## **7. HIRING PROCEDURE**

- 7.01** Prior to a position being posted, the following steps shall be undertaken:
- Actual staffing and job requirements will be considered

- The need for the position will be assessed
- The job description will be developed or reviewed for any changes
- The salary level will be reviewed
- Approval of Council to fill the position shall be obtained prior to advertising for permanent staff positions

## **7.02 Recruitment Process**

### **A. Union Process**

The recruitment for unionized positions shall be in accordance with the current Collective Agreement(s).

### **B. Non-Union Process**

#### **i) Posting of Positions**

When a vacancy occurs or a new position is created, the position shall be posted concurrently internally and externally for a period of at least ten days or as otherwise determined.

Each posting, both internal and external shall contain a deadline for submission and will state the title, department, description of duties, qualifications, experience necessary to be considered for the position and reference the availability of accommodation for applicants with disabilities.

#### **ii) Internal Postings**

Employees who have completed their probationary period are eligible to apply for posted positions. Only employees who apply and meet the minimum qualifications of the position shall be considered for an interview. Consideration will be given to the applicant's previous job performance, work history and qualifications. The most qualified candidates will be selected for interviews.

Employees who change positions through the job posting procedure will normally be prohibited from applying for new postings until they have completed a minimum of six months in the new position. The waiting period can be waived due to extenuating circumstances that are acceptable to the responsible Directors and Council.

Position vacancies shall be posted on bulletin boards in all facilities where staff is positioned.

Employees who apply for posted positions are required to state how they meet the qualifications stated in the posting. No applications will be accepted after the deadline.

#### **iii) External Postings**

Position vacancies shall be advertised externally for at least a period of ten days as follows:

- Non-Management Positions – shall be advertised in a newspaper(s) having general circulation within the Municipality.
- Management Positions – shall be advertised in a newspaper(s) having general circulation within the Municipality.
- All positions shall be posted on the Municipality’s website under a section entitled “Employment Opportunities”.
- Alternatively, positions requiring specific municipal experience, i.e. Clerk, Director of Recreation, etc. may be posted on association websites and broadcast to association members via e-mail. Examples of associations would include the Association of Municipal Clerks, Treasurers and Municipal Managers, Ontario Recreation Facilities Association, etc.

## **C. Assessment**

### **i) Permanent Full and Part Time Positions**

Interviews for permanent part-time or full-time positions shall be undertaken by a Hiring Committee. The Hiring Committee shall be comprised of the following:

#### **a. Non Management Positions**

- CAO
- Department Head or designate
- Supervisor (if applicable)

#### **b. Management Positions**

- Hiring Selection Committee
- CAO

#### **c. CAO Position**

- Non Union Personnel Committee

### **ii) Procedure**

For non management positions, normally only one interview will be required. For management positions, a second interview may be conducted, depending on the requirements of the Hiring Committee. For the CAO position, a second interview may be conducted and/or a presentation with all members of Council.

### **iii) Accommodation**

During recruitment job applicants will be notified when selected to participate in the assessment process (interview and testing) that accommodations are available upon request in relation to the materials or processes to be used, taking into account the applicant's accessibility needs due to their disability.

### **iv) Testing**

Prior to the second interview being conducted or to hiring, the Municipality may require that testing be undertaken. Testing will be limited to measures that will reflect the candidate's ability to perform the duties of the position. Failure to meet the tests expected standards will result in the elimination of the candidate from selection.

### **v) Presentations**

As part of a second interview, candidates may be required to prepare and deliver a presentation to the Hiring Committee on a topic relevant to the position.

Interview questions and assessment forms for hiring shall be based on up to date job descriptions.

The Hiring Committee shall ensure that the following is undertaken for each hiring:

- review the applications submitted and determine a shortlist of candidates to be interviewed
- develop interview format, questions, scoring model, etc.
- conduct reference checks prior to finalizing its decision on the preferred candidate
- make a recommendation to Council on the preferred candidate for the position and the pay level to be offered

### **vi) Final Offer**

The final recommendation to hire will be made by the Hiring Committee based on the results of the interview(s), any testing that may have been required, reference checks and subject to Council or delegated approval.

A final offer is conditional upon the following:

- providing a Criminal Reference Check satisfactory to the Municipality
- providing a Driver's abstract
- receipt of a signed Criminal Convictions Disclaimer

The final offer shall notify the selected candidate of the Municipality's policies for accommodating employees with disabilities, including the requirement for the completion of a workplace emergency response form. Where required, individual accommodation plans shall be developed.

The successful candidate shall respond to the offer within three (3) working days.

The CAO will formally notify in writing all unsuccessful candidates interviewed for permanent full and part time positions.

The respective Department Head shall notify in writing all unsuccessful candidates interviewed for casual and student positions.

#### **D. Casual and Student Positions**

Interviews for casual and student positions may be undertaken by the respective Department Head and supervisor, if applicable.

##### **i) Procedure**

Interview questions and assessment forms for hiring shall be based on up to date job descriptions.

The Department Head and / or supervisor shall:

- review the applications submitted and determine a shortlist of candidates to be interviewed
- develop interview format, questions, scoring model, etc.
- conduct reference checks prior to finalizing its decision on the preferred candidate, if required
- make a recommendation to Council or delegate on the preferred candidate for the position and the pay level to be offered

##### **ii) Evaluation**

Candidates will be evaluated based on their qualifications and experience including their previous work history, educational background, transferable skills, and quality of application / resume submitted and any other job-related criteria outlined on the job description for the respective position.

##### **iii) Final Offer**

The final recommendation to hire will be made by the Hiring Committee based on the results of the interview(s), any testing that may have been required, reference checks and subject to Council or delegated approval.

A final offer is conditional upon the following:

- providing a Criminal Reference Check satisfactory to the Municipality
- providing a Driver's abstract
- receipt of a signed Criminal Convictions Disclaimer

The final offer shall notify the selected candidate of the Municipality's policies for accommodating employees with disabilities, including the

requirement for the completion of a workplace emergency response form. Where required, individual accommodation plans shall be developed.

The successful candidate shall respond to the offer within three (3) working days.

The CAO will formally notify in writing all unsuccessful candidates interviewed for permanent full and part time positions.

The respective Department Head shall notify in writing all unsuccessful candidates interviewed for casual and student positions.

#### **iv) Post Evaluation Interview**

The CAO will conduct any post selection follow ups with candidates of permanent full and part time positions who request same.

The respective Department Head will conduct any post selection follow ups with candidates of casual and student positions who request same.

### **8. DOCUMENTED INDIVIDUAL ACCOMMODATION PLANS**

Individual accommodation plans, where required shall be implemented as follows:

- the employee shall be consulted in determining their requirements on an individual basis
- outside medical resources may be consulted to assist in determining if and how the accommodation can be achieved
- allow the employee the opportunity to have a co-worker, family member, etc. participate in the process
- the employee's privacy shall be paramount and where possible in the implementation of the plan kept confidential
- the plan once implemented, shall be reviewed after an initial month's trial period and then annually thereafter
- if an individual plan is denied, a written explanation shall be provided with a copy placed in the employee's personnel file
- the plan shall be in a format that takes into account the accessibility requirements of the individual, and may include communication supports

Managers of employees requesting accommodation plans should refer to the municipality's Individual Accommodation Plan and Process.

### **9. RETURN TO WORK PROCESS & PLAN**

The return to work process has been developed to support employees who have been absent from work due to a disability and require disability-related accommodations to return to work. Managers with employees requiring a return to work plan should refer to the municipality's Return to Work Process and Plan. The process includes:

- initiating the leave and staying in contact with the employee

- gathering relevant information and assessing individual needs
- developing a return to work plan, and
- implementing, monitoring and updating the plan.

## **10. OTHER EMPLOYMENT RELATED MATTERS**

### **10.01 Accessible Performance Management**

The accessibility needs, as well as individual accommodation plans, of employees with disabilities will be taken into account in the performance management process. Appraisal forms shall be provided in an alternate format and/or with communication supports upon request.

### **10.02 Accessible Career Development and Advancement**

The accessibility needs, as well as individual accommodation plans, of employees with disabilities will be taken into account when providing career development and advancement opportunities including any required training or the development of a new individual accommodation plan to allow the career development or advancement to occur.

### **10.03 Accessible Redeployment**

The accessibility needs, as well as individual accommodation plans, of employees with disabilities will be taken into account prior to redeployment of an employment to a new role, facility, workspace, etc. and shall be adjusted as required.

## **11. HIRING OF RELATIVES OF MUNICIPAL EMPLOYEES AND MEMBERS OF COUNCIL, LOCAL BOARDS AND COMMITTEES OF COUNCIL**

### **11.01 Recruitment of a relative is permissible provided:**

- standard competition procedures have not been circumvented;
- the applicant is the most qualified;
- no undue influence was exerted on the recruiting supervisor or team; and
- no potential conflict appear to exist.

### **11.02 Members of the same family are permitted to work for the Municipality provided they possess the necessary qualifications to perform the positions they were appointed to and there is no direct supervisory relationship between the members.**

### **11.03 Should employees marry or become members of the same household after becoming employed by the Municipality, they may continue their employment as long as there is no:**

- Direct reporting relationship between the two employees;
- Actual conflict of interest or the appearance of a conflict of interest.

If one of the above situations occur, the Municipality will make every effort to find a suitable position to which one of the affected employees may

transfer. If accommodations of this nature are not feasible, the respective employees will determine which one of them will resign.

No member of Council, a local board or employee who are related to an applicant for a position with the Municipality shall be involved in the interview for same. The member of Council, local board or employee shall remain neutral and in no way influence the interviewers who are involved with the hiring of the position to which the relative has applied.

## **12. PROBATIONARY PERIODS**

**12.01** The probationary period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. The Municipality uses this period to evaluate employees' capabilities, work habits, skills and overall suitability for the position.

**12.02** All new and rehired employees work on a probationary basis for the first:

- Six (6) months for non management positions
- One (1) year for management positions

unless a different period of time is specified at the time of employment. Council must approve any variations to the above noted probationary periods prior to the preparation of an offer letter.

**12.03** At least two (2) weeks prior to the end of a probationary period,

- the supervisor (in conjunction with the Director, where appropriate) for non management positions
- the Chief Administrative Officer for management positions
- the Hiring Selection Committee for the Chief Administrative Officer position

will review a new employee's performance and make a recommendation to Council on whether or not such employee will continue employment with the Municipality. The respective supervisor will advise the employee of the decision with respect to continued employment.

**12.04** If the respective supervisor, on the approval of Council, determines that the designated probationary period does not allow sufficient time to thoroughly evaluate the employee's performance, the probationary period may be extended for a specific period. The employee shall be advised by the respective Director for non management positions and the CAO for Director positions and Council for the CAO position.

**12.05** Any significant absence of employment during a probationary period will automatically extend the probationary period by the length of the absence.

**12.06** During the probationary period, new employees are eligible for those

benefits required by law, except that full-time employees will commence the benefit program according to the terms and conditions of the program. Exceptions to the commencement of benefits must be approved by Council and be included in the letter of offer.

- 12.07** Upon satisfactory completion of the probationary period, employees will be classified as full-time or part-time as appropriate. At this time, employees will be eligible for other employer provided benefits. After completion of the probationary period, service accumulation for the purposes of salary and vacation administration, will be effective from the original date of employment.

### **13. COMPENSATION FOR NEW EMPLOYEES**

#### **13.01 Upon Hiring**

A newly hired employee will be appointed to the pay grid applicable to the position.

In determining the pay structure on hiring, the following factors must be taken into account:

- a. The pay range for the position;
- b. The qualifications and experience of the candidate (minimum qualifications = minimum of range)

It is expected that the majority of new employees will be placed at the minimum level of the pay scale for the position upon hiring. However, new employees who have significantly higher qualifications or experience than those normally required for the position may be paid a salary in excess of the minimum salary for the position. Any recommendation of the Hiring Committee to start a new employee beyond the minimum level of the pay scale must be approved by Council or delegated authority.

#### **13.02 Salary Adjustments**

##### **i) Annual Review**

Each employee's compensation will be reviewed annually on the employee's anniversary date. Movement upwards to the next step in the pay scale is dependent upon satisfactory performance being attained as evidenced by a performance appraisal that indicates such a performance level. Assuming satisfactory performance has been achieved, the employee will progress to the next step in the pay scale until the maximum of the pay scale has been attained.

Movement to the next step will not be processed until a performance review has been completed indicating a satisfactory performance level, approved by the appropriate Director and forwarded to the Chief Administrative Officer.

Performance reviews will be undertaken as follows:

- the supervisor (in conjunction with the Director, where appropriate) for non-management positions
- the Chief Administrative Officer for management positions
- the Hiring Selection Committee for the Chief Administrative Officer position

For management and CAO positions, Councillors will be pre-consulted for their input including the identification of any training requirements or setting of performance objectives.

## **ii) Promotion**

A promotion occurs when an employee is appointed to a position which carries a higher pay grid than the one previously held.

Upon a promotion, the employee will be paid within the pay grid of the new position. Taking into account qualifications and experience, the employee may be appointed at a step in the pay grid that is the next step representing a higher salary compared to their current salary and that does not exceed the maximum of the new pay grid.

## **iii) Lateral Transfer**

A lateral transfer is defined as one in which an employee is moved from one position to another position at that is at the same level (same pay grid) as the first. Normally, no salary increase will be granted for a lateral transfer.

# **14. EXIT INTERVIEWS**

Any full-time employee leaving the employ of the Municipality, will be asked to participate in an exit interview. The purpose of the exit interview is to determine if any improvements to the position, organization, etc. can be made.

The exit interviews will be conducted by Chief Administrative Officer and in the event of the CAO, the Hiring Selection Committee.

# **15. RESPONSIBILITY**

The CAO and Department Heads are responsible for ensuring compliance with this policy.




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## RETURN TO WORK PROCESS

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The Municipality of Mississippi Mills is committed to supporting employees who have been absent from work due to a disability. We will use the following process to help employees who require accommodation to return to work.

### **1. Initiate the leave and stay in contact with the employee**

If an employee needs to take a disability leave, s/he will inform his/her manager and human resources. The employee and manager will maintain regular contact, with the employee's consent, to address any problems that may arise and facilitate the return to work process.

### **2. Gather relevant information and assess individual needs**

The employee and manager will work together to share information and find the most appropriate accommodation, for example:

#### **Manager**

- Provides the employee with return to work information
- Helps resolve any problems with treatment if requested to do so by the employee
- Maintains regular contact with the employee
- Ensures work practices are safe for returning employee
- Assists with identifying accommodations
- Assists with analyzing the demands of each job task
- 

#### **Employee**

- Gets and follows the appropriate medical treatment
- Provides updates about their progress, including information about his/her functional ability to perform the job
- Provides his/her health care provider with the Return to Work information

Health care provider(s), union/workplace representative(s) and health and safety professional(s) may also participate in the process, if needed.

### **3. Develop a Return to Work plan**

After identifying the most appropriate accommodation, safety considerations and any transitional measures, capture the details in a written plan.

Depending on circumstances, the employee may:

- return to the original position
- return to the original position with accommodation(s) on a temporary or permanent basis
- return to an alternate position on a temporary or permanent basis

The Return to Work plan should be attached to the employee's individual accommodation plan.

#### **4. Implement, monitor and update the plan**

After implementing the Return to Work plan, the employee and manager will monitor and review the plan regularly to ensure that it remains effective. If the accommodation is no longer appropriate, they will reassess the situation (step 2) and update the plan.

#### **Appendixes:**

- Return to Work Plan



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## RETURN TO WORK PLAN

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\*\*\*Confidential when completed\*\*\*

### Employee Information

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Title & Department: \_\_\_\_\_

### Manager Information

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Title & Department: \_\_\_\_\_

### Start and End Date of Plan

Return to Work Plan Start Date (yyyy/mm/dd) \_\_\_\_\_

Return to Work Plan End Date (yyyy/mm/dd) \_\_\_\_\_

### Goal

At the end of the Return to Work process, the employee will return to his/her:

- ☐ Original job
- ☐ Original job with modifications
- ☐ Alternate job (include job description)

### Accommodations and Transitional Measures

List any limitations the employee experiences as a result of his/her disability, how it affects different aspects of his/her job and any accommodations or safety measures required to help the employee return to work. Accommodations may include, but are not limited to:

- Modified work hours/days
- Modified work location
- Modified job requirements
- Assistive device(s)
- Additional support (e.g. colleagues helping with specific tasks)

If the measures will be phased in or out, include a start/end date.

### 1. Limitation

---

Tasks / activities affected

---

Accommodation

---

Safety considerations

---

Start Date (yyyy/mm/dd) \_\_\_\_\_

End Date (yyyy/mm/dd) \_\_\_\_\_

### 2. Limitation

---

Tasks / activities affected

---

Accommodation

---

Safety considerations

---

Start Date (yyyy/mm/dd) \_\_\_\_\_

End Date (yyyy/mm/dd) \_\_\_\_\_

### 3. Limitation

---

Tasks / activities affected

---

Accommodation

---

Safety considerations

---

Start Date (yyyy/mm/dd) \_\_\_\_\_

End Date (yyyy/mm/dd) \_\_\_\_\_

### **Assignment to Alternate Position**

Complete this section if the employee will not be returning to his/her original job. The assignment to an alternate position may be temporary or permanent.

Job title: \_\_\_\_\_

Length of assignment: \_\_\_\_\_

Describe the new position:

List any training requirements and safety precautions:

**Comments / Notes**

Use this section for any additional information (e.g. details of alternative work arrangements, budget code for accommodation costs, etc.)

**Signature**

Employee's Signature

---

Date (yyyy/mm/dd)

---

Manager's Signature

---

Date (yyyy/mm/dd)

---



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## INDIVIDUAL ACCOMMODATION PLAN PROCESS

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The Municipality of Mississippi Mills is committed to accommodating people with disabilities and will use the following process to identify and meet employee accommodation needs.

### 1. Recognize the need for accommodation

Accommodation can be:

- Requested by the employee
- Identified by the employee's manager or hiring manager

### 2. Gather relevant information and assess individual needs

The employee is an active participant in this step.

- Information will be collected on the employee's functional abilities, not the nature of the employee's disability
  - The employee's personal information, including medical information, is kept secure and dealt with in a confidential manner. It will only be disclosed to individuals who need it to perform the accommodation process.
- The employee and his/her manager will work together to find the most appropriate accommodation
  - A medical or other expert may be engaged (at the company's expense) to help determine if/how the employee's needs can be accommodated.
  - The employee may be asked a bargaining agent or other workplace representative to participate in the process.

### 3. Write an individual accommodation plan

After identifying the most appropriate accommodation(s), the details will be documented in a written plan, including:

- What accommodation(s) will be provided
- How to make information accessible to the employee, including accessible formats and communication supports
- Employee emergency information and/or emergency response plan (if applicable)
- When the plan will be reviewed and updated

The manager will give the employee in an accessible format (if required), a copy of the individual accommodation plan, or written reasons for denying accommodation.

#### **4. Implement, monitor and update the plan**

After implementing the accommodation plan, the employee and manager will monitor and review the plan to ensure that it is effective. Formal reviews and updates will take place on the mutually agreed upon, predetermined schedule in the employee's accommodation plan. If the accommodation is no longer appropriate, they will reassess the situation (step 2) and update the plan.

#### **Appendixes:**

- Individual Accommodation Plan




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## INDIVIDUAL ACCOMMODATION PLAN

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\*\*\*Confidential when completed\*\*\*

### Employee Information

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Title & Department: \_\_\_\_\_

### Manager Information

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Title & Department: \_\_\_\_\_

### Accommodations

Start Date (yyyy/mm/dd) \_\_\_\_\_

End Date (yyyy/mm/dd) \_\_\_\_\_

### Next Plan Review

Date (yyyy/mm/dd) \_\_\_\_\_ OR

Frequency \_\_\_\_\_

### Limitations

#### 1. Limitation

\_\_\_\_\_

Tasks / activities affected

\_\_\_\_\_

Essential job requirement?

☐

Yes

☐

No

2. Limitation

---

Tasks / activities affected

---

Essential job requirement?

☐

Yes

☐

No

3. Limitation

---

Tasks / activities affected

---

Essential job requirement?

☐

Yes

☐

No

## Accommodations

Using the list of tasks from the limitations section above, identify what types of accommodation or support would help the employee accomplish the task. List a strategy or tool that will provide that accommodation.

1. Task

---

What must the accommodation achieve?

---

Accommodation strategy

---

2. Task

---

What must the accommodation achieve?

---

Accommodation strategy

---

### Implementation

Lois the actions required to achieve the accommodations(s) identified in the prior section.

1. Action

---

Assigned to

---

Due date (yyyy/mm/dd) \_\_\_\_\_

Date completed (yyyy/mm/dd) \_\_\_\_\_

2. Action

---

Assigned to

---

Due date (yyyy/mm/dd) \_\_\_\_\_

Date completed (yyyy/mm/dd) \_\_\_\_\_

### Information Sources

Identify and include the contract information for any experts consulted when building the plan (e.g. human resources manager, family doctor, specialists)

1. First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Title/Role: \_\_\_\_\_

Email Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ ext. \_\_\_\_\_

**Related Documents**

Attached any additional documents required to support the employee:

- ☐ Employee emergency plan (if applicable)
- ☐ Accessible format of the individual accommodation plan (if needed)
- ☐ What type(s) of accessible formats and/or communications support the employee needs (if requested)
- ☐ Return to work plan (if applicable)
- ☐ Other (specify): \_\_\_\_\_

**Comments / Notes**

Use this section for any additional information (e.g. details of alternative work arrangements, budget code for accommodation costs, etc.)

**Signature**

Employee's Signature

Date (yyyy/mm/dd)

\_\_\_\_\_

\_\_\_\_\_

Manager's Signature

Date (yyyy/mm/dd)

\_\_\_\_\_

\_\_\_\_\_