



The Municipality of the
VILLAGE OF BURK'S FALLS

172 Ontario Street ● PO Box 160 ● Burk's Falls ON P0A 1C0
P 705-382-3138 ● F 705-382-2273 ● www.burksfalls.net

Accessibility Policy for The Village of Burk's Falls

1. Introduction

The Village of Burk's Falls is committed to providing accessible services to all individuals, including those with disabilities. This Accessibility Policy outlines our commitment to meeting the accessibility needs of our residents and visitors in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Accessibility Standards for Customer Service.

2. Purpose

The purpose of this policy is to ensure that all individuals have equal access to our services, facilities, and employment opportunities. We strive to create an inclusive and barrier-free environment for everyone.

3. Scope

This policy applies to all employees, volunteers, contractors, and agents of The Village of Burk's Falls.

4. Legislative Requirements

The Village of Burk's Falls will comply with all applicable accessibility laws and regulations, including but not limited to the AODA and the Accessibility Standards for Customer Service.

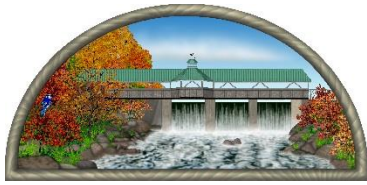
5. Accessible Customer Service

5.1. Communication:

- We will communicate with individuals with disabilities in a manner that takes into account their disability.
- We will provide alternative formats and communication supports upon request.
- We will ensure that our employees are trained on how to interact and communicate with individuals with disabilities.

5.2. Assistive Devices:

- We will allow individuals with disabilities to use their own personal assistive devices to access our services, where possible.
- We will ensure that our employees are trained on how to interact and assist individuals who use assistive devices.



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5.3. Support Persons:

- We will allow individuals with disabilities to be accompanied by a support person while accessing our services.
- We will ensure that our employees are aware of this policy and the rights of individuals with disabilities to be accompanied by a support person.

5.4. Service Animals:

- We will permit individuals with disabilities to enter our premises with their service animals.
- We will ensure that our employees are trained on how to interact with individuals with disabilities who are accompanied by service animals.

5.5. Notice of Temporary Disruptions:

- In the event of a temporary disruption to our services or facilities that may affect individuals with disabilities, we will provide notice of the disruption and alternative options, if available.

6. Employment

6.1. Recruitment and Hiring:

- We will notify job applicants, when requested, that accommodations are available for individuals with disabilities during the recruitment process.
- We will provide accommodations during the recruitment process upon request.

6.2. Workplace Accommodations:

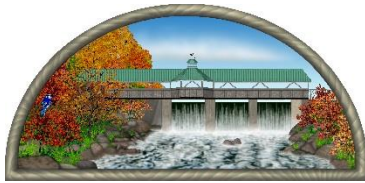
- We will make reasonable accommodations to enable employees with disabilities to perform their job duties, unless doing so would cause undue hardship.

6.3. Return to Work:

- We will work with employees who have been absent due to a disability to facilitate their return to work in a timely manner.

7. Training and Education

The Village of Burk's Falls will provide training to all employees, volunteers, and agents on the requirements of the AODA and the Accessibility Standards for Customer Service. Training will be provided as soon as practicable after hiring and on an ongoing basis as required.



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8. Feedback and Complaints

The Village of Burk's Falls welcomes feedback and complaints regarding accessibility. Individuals may provide feedback or file a complaint by contacting the Village office at 705-382-3138. All feedback and complaints will be reviewed and responded to in a timely manner.

9. Monitoring and Review

The Village of Burk's Falls will monitor and review this policy regularly to ensure its ongoing effectiveness and compliance with applicable accessibility laws and regulations.

10. Availability of Policy

This policy will be made available to the public and provided in an accessible format upon request. It will also be posted on our website and displayed in prominent locations within our facilities.