



# The Corporation of the Town of Thessalon Accessible Transportation Policy

Accessibility for Ontarians with Disabilities Act (AODA 2005)

**Date: March 1, 2014**

**Revision Date:**

Approved By: Council

Date: March 17, 2014

Manager Name: Robert P. MacLean

Title: Clerk-Treasurer

**The Corporation of the  
Town of Thessalon**

# Table of Contents

- Purpose ..... 1
- Scope ..... 1
- Definitions and Accompanying Policy ..... 2
  - Person with a Disability:..... 2
- Duties of Municipalities - Taxicabs ..... 3
  - Policy..... 3
- Training ..... 4
  - Policy..... 4
- Timeline for Training ..... 4
  - Training Records ..... 5
- Modifications to this and future policies..... 6
- Appendix A - Requirements of the Accessible Training Standard for Taxicabs.....7

## **Purpose**

The Accessibility for Ontarians with Disabilities Act, 2005 is Provincial legislation that sets out Standards of compliance to ensure that services provided to Ontarians with disabilities are accessible and provided in a manner that uses reasonable efforts consistent with the core principles of:

**Dignity** – services are provided in a respectful manner consistent with the needs of the individual.

**Independence** – services for persons with disabilities shall support their independence while respecting their right to safety and personal privacy.

**Integration** – allow people with disabilities to fully benefit from the same service, in the same place and in a similar way.

**Equality of Opportunity** – persons with disabilities are given the same opportunity to benefit from the services provided as other clients.

## **Scope**

Our intent is to ensure all persons with disabilities receive taxi services in ways that are fair and take into consideration their disability.

# Definitions and Accompanying Policy

## Person with a Disability:

The definition of disability under the AODA is the same as the definition of disability in the Ontario Human Rights Code.

Accessibility for Ontarians with Disabilities Act (AODA) Section 2 states that "Disability" means;

- a) any degree of physical disability, 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 impediment, 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; or
- 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.

## **Duties of Municipalities - Taxicabs**

This section of the Integrated Accessibility Standards Regulation for Transportation is a specific requirement to ensure that owners and operators of taxicabs provide service to people with disabilities in a fair manner and information is provided in accessible formats when requested.

Requirement at Stated in the Regulation:

1. Any municipality that licenses taxicabs shall ensure that owners and operators of taxicabs are prohibited,
  - from charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip; and
  - from charging a fee for the storage of mobility aids or mobility assistive devices.
2. Any municipality that licenses taxicabs shall ensure that owners and operators of taxicabs place vehicle registration and identification information on the rear bumper of the taxicab.
3. Any municipality that licenses taxicabs shall ensure that owners and operators of taxicabs make available vehicle registration and identification information in an accessible format to persons with disabilities who are passengers.

## **Policy**

When issuing a license to operate a taxicab, The Municipality will inform the owner/operator of the license requirements and provide the owner/operator with a copy of the Requirements of the Accessible Transportation Standard for Taxicabs as listed on Appendix A. Before the license is issued, the owner/operator will return a signed copy of the requirements confirming that the owner/operator has read and will abide by the regulation.

By-law #1973 for Licensing, Regulating and Governing the Owners and Drivers of Motor Vehicles as Taxicabs, Establishing the Rates to be Charged, and Prescribing the Amounts of Public Liability Insurance to be Provided has been amended to reflect these requirements.

This policy is available on The Municipality's website at [www.thessalon.ca](http://www.thessalon.ca).

## **Training**

The Integrated Accessibility Standards requires providers to train staff on the requirements of each of the accessibility standards.

Training must include:

- A review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the information and communication standard.
- Information about achieving accessibility by 2025.
- Highlight the requirements of the Transportation standard as it applies to The Municipality.

## **Policy**

The Municipality will ensure that all staff that is involved in the issuing of taxicabs licenses is trained as required by the Accessibility Standards for Transportation. Staff will be trained as needed to perform the duties of their job. Ongoing training to ensure excellence in the way we serve our customers with disabilities will be conducted with “mini” training and awareness as part of our annual accessibility policy reviews. The content of the training will include:

- Overall review to ensure and build on awareness of the purposes of the AODA.
- The specific requirements of the Integrated Accessibility Standards Regulation for Transportation as it relates to the licensing of taxicabs.

## **Timeline for Training**

Training will be provided as a priority for new hires and included in new employee orientation package, if required as part of the duties of their job. New employees will be required to complete the Accessible Transportation online training module at [www.accessforward.ca](http://www.accessforward.ca) as part of new employee or volunteer orientation, if required as part of the duties of their job.

Ongoing training will be provided to all staff to ensure ongoing learning, development and employee engagement in providing exceptional service to our ratepayers.

Training will also be provided with any change to The Municipality’s policies, procedures and practices governing the provision of services to persons with disabilities.

## **Training Records**

The Municipality will keep records of all Accessible Transportation training, to include dates and content of training provided to each employee.



## **Modifications to this and future policies**

The Municipality is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities.

Therefore, any changes made to this policy will consider the needs of people with disabilities.

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

## Appendix A: Requirements of the Accessible Transportation Standard for Taxicabs

- All owners and operators of taxicabs are prohibited,
  - from charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip; and
  - from charging a fee for the storage of mobility aids or mobility assistive devices.
- All owners and operators of taxicabs must place vehicle registration and identification information on the rear bumper of the taxicab. For consistency and to allow for easier recognition for people with disabilities, the information must meet the following requirements for signage:
  - is consistently shaped, coloured and positioned, when used in the same type of transportation vehicle to give the same type of information; and
  - has text that is high colour-contrasted with its background, in order to assist with visual recognition and has the appearance of solid colours.
- All owners and operators of taxicabs must provide vehicle registration and identification information in an accessible format to persons with disabilities who are passengers, when requested.

Please check and sign below in the presence of a witness and return to the Town of Thessalon Municipal Office at 187 Main Street in order for your taxicab license to be issued.

\_\_\_\_\_ I have read and will abide by the above requirements.

\_\_\_\_\_  
Signature of Owner/Operator

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Date