



## **POLICY**

**TITLE:** Inclusion Policy  
**NUMBER:** PLCY-R-2013-0003  
**CATEGORY:** Departmental – Recreation and Parks  
**DATE:** August 7, 2012  
**UPDATED:** November 19, 2013

### **REFERENCES AND RELATED DOCUMENTS:**

1. Customer Service Standard Policy (AODA) CS-2009-0001
2. Recreation and Parks Department Mandate and Values
3. Recreation and Parks Department Strategic Action Plan
4. Recreation and Parks Department Inclusion Procedures

---

There are many personal, social, economic, environmental and health benefits to participating in recreation activities. Town of Halton Hills invites all people to access services and participate in programs, while recognizing that individuals with a disability may face unique access barriers. Staff of Town of Halton Hills' Recreation and Parks Department strive to ensure our facilities, programs, and services are accessible and available to meet the diverse needs of our citizens.

### **PURPOSE**

The Inclusion Policy is designed to:

1. Promote a fair and equitable process for every resident to successfully access and participate in Town recreation programs and services.
2. Ensure community programs and services provided by the Recreation and Parks Department are accessible and available to meet the diverse needs of our citizens, resulting in people of all abilities enjoying the benefits of recreation.

### **SCOPE**

This policy outlines practices that help to ensure barrier-free services for persons with a disability or special need participating in a Recreation and Parks Department program or service.

The Town welcomes participants requiring interpretive services, mobility and adaptive

equipment needs and individualized support. This includes anyone with a physical or developmental disability either congenital or resulting from an injury or illness. Participants with a disability and special need are accommodated within the scope of expertise of the recreation staff.

Exclusions: A separate policy exists for Anaphylaxis. It outlines the comprehensive procedures required to ensure the safety of persons with this medical condition. Practices for assisting customers facing financial barriers are outlined in the Affordability Policy.

## **GUIDING PRINCIPLES**

The following statements illustrate the guiding principles around which the Inclusion Policy has been created. The Department strives to reflect these values in all programs and services:

1. Equitable – All persons with a disability must be given an opportunity equal to that given to others to obtain, use and benefit from Town of Halton Hills Recreation and Parks program and services.
2. Respect & Dignity – Recreation and parks services must be provided in a manner that respects the confidentiality, dignity and independence of persons with a disability.
3. Integrated Approach –Town of Halton Hills is committed to creating a culture of inclusion where all programs and services are offered in an integrated and universal manner. Specialized programming shall be introduced when appropriate for persons with a disability as a progression to integrated settings or when no other programming offered meets their needs.
4. Consult, Evaluate & Report – The Town works to continuously monitor and evaluate our efforts to provide accessible programs and services for everyone. The Town welcomes persons with a disability to provide input on program design and services, and works with the Accessibility Advisory Committee to ensure our approach is both efficient and effective.

These guiding principles are consistent with the Recreation & Parks' Department Mandate and Values.

## **DEFINITIONS**

Words not specifically defined hereunder shall have the meaning commonly given to them in a standard Canadian English Language Dictionary with respect for the context in which such words are used.

**Department** refers to the Recreation and Parks Department of the Town of Halton Hills.

**Inclusion** is the right to access, use and enjoy all of the recreation facilities, programs and services in a manner that respects the dignity and independence of anyone wishing to

participate. The legal requirements of the standards are set out in two Ontario Regulations under the Accessibility for Ontarians with Disabilities Act, 2005:

- **Ontario Regulation 429/07 (Accessibility Standards for Customer Service)**
- **Ontario Regulation 430/07 (Exemption from Reporting Requirements)**

**Disability/Special Need** the Ontarians with Disabilities Act (ODA) and the Ontario Human Rights Codes defines “**disability**” as the following:

1. “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,
2. A condition of mental impairment or a developmental disability.
3. A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
4. A mental disorder, or
5. An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997.*”

Accessibility Standard for Customer Service Regulation: Ontario Regulation 420/07 ([http://209.167.40.96/page.asp?unit=cust-serv-reg&doc=guide&lang=en&page=2#toc\\_l3\\_c1](http://209.167.40.96/page.asp?unit=cust-serv-reg&doc=guide&lang=en&page=2#toc_l3_c1))

**Town** all references to “Town” denote “The Corporation of the Town of Halton Hills”.

## **POLICY DETAILS**

The various supports provided by the Town of Halton Hills Recreation and Parks Department fall within three categories:

### **Mobility and Adaptive Equipment Supports**

Department program staff members adapt programming or provide assistive equipment allowing the person with a disability to participate in a program in a respectful, dignified and enjoyable manner.

Department program staff members consider mobility in all aspects of program delivery especially when programs are disrupted by unforeseen events (e.g. elevator temporarily out of service).

### **Interpretive Supports**

Department staff members communicate with customers in a manner that considers the person’s ability. This includes program marketing materials, notices and publications as well as program activity materials, handouts and signage where appropriate.

Individuals with hearing impairments may request the support of a sign language interpreter while participating.

### Individualized Support

#### a) Town-Provided Support:

Department staff members provide one-to-one support and/or extra supervision and, where available, utilize community partners to develop an individualized participation plan. The Department recognizes that there is a range of support required for persons with disabilities or special needs to participate. This could include one-to-one support or enhanced supervision of varying levels.

#### b) Participant-Provided Support:

The Town recognizes that there are situations where a person with a disability or special need has developed relationships with individuals who are familiar with their specific situation and able to provide the types of supports they require in a community-based program. Individuals who wish to participate in drop-in, registered or membership programs can apply for a "**Rec Partner Pass**". (see 1.5 Rec Partner Pass)

### A Rec Partner is an individual who:

- Accompanies a person with a disability to provide one-on-one assistance that is not provided by program instructors
- Supports the person with a disability in program participation
- Provides full supervision throughout the entire program
- Behaves in a manner that supports a positive program experience for all participants in the program.
- For aquatic activities, the Rec Partner is comfortable, and behaves safely, in the water.
- For care programs, provides a Police Security Clearance – Vulnerable Sector Screening.

**Registration in Programs** – All program participants are encouraged to register well before the program start dates and indicate their disability or special need(s) on the registration form. This notation allows staff the opportunity to discuss what supports may be required well in advance of the program. This information is kept confidential, and is an essential component of ensuring a fulfilling and positive recreational experience for the participant.

Recognizing that each person has unique abilities, designated staff assesses program suitability and supports to create a customized integrated experience for the participant where possible.

**Staff Orientation and Training** – Program staff directly responsible for the care of a person with a disability are provided with information on the specific needs and potential program adaptations necessary for successful participation and a positive experience for all of the participants involved.

The Town accesses resources and training materials from community partners to assist program staff with successful participation strategies. Town of Halton Hills Recreation and Parks fosters community partnerships to assist with providing a full range of integrated supports and services for participants with disabilities. The Town provides all staff and volunteers with Accessibility for Ontarians with a Disability Act [AODA] training.

## **PROCEDURES**

Refer to the Inclusion Procedures, Program Management Procedures, Seniors' Centres Operations Manual, program specific employee handbooks (Active Living, Aquatics and Summer Camp) and other applicable Town and Department Policies and Procedures.

## **POLICY REVIEW and REPORTING**

Annually, staff monitors and documents recommended policy and procedure changes for consideration by the Department Management or upon the update of legislation and/or industry standards, and provides a Report to the Halton Hills Accessibility Advisory Committee.

Policy R-2012-0003 "Inclusion" was approved by Department Management Team August 7, 2012.

Updated Policy R-2013-0003 "Inclusion" was approved by Department Management Team November 19, 2013.