

# CITY OF WHITEHORSE

## COUNCIL POLICY

**POLICY:** INCLUSION

**PURPOSE:** To address the responsibility of the City of Whitehorse in ensuring that all residents, regardless of their ability, have access to municipal services.

**AUTHORITY:** Council Resolution # 2003-10-10 dated May 26, 2003

## **INCLUSION POLICY**

### **POLICY STATEMENT**

1. The City of Whitehorse will provide the most appropriate form of accommodation that respects the dignity of the individual with a disability, meets individual needs, best promotes integration and full participation, is within the scope of services and financial resources of the City, and ensures confidentiality.

### **DEFINITIONS**

2. In this policy,  
"ACCOMMODATION" means something supplied or done to eliminate barriers to participation.  
"ACCOMMODATION OFFICER" means the supervisor of the facility, program or service being requested for accommodation.  
"CITY" means the corporation of the City of Whitehorse.  
"COUNCIL" means the elected Council of the City of Whitehorse.  
"PERSONS WITH DISABILITIES" means persons with conditions including developmental disability, chronic pain, physical disability, mental health issues, learning disability, communication disability and visual disability and acquired brain injury.

### **OBJECTIVES**

3. The City of Whitehorse will provide appropriate accommodation to people with disabilities wishing to access City services. The objectives of the City shall be:
  - (1) To develop written practices and procedures designed to eliminate discrimination of people with disabilities.

- (2) To provide training to staff on topics such as disability awareness, sensitivity training and alternate instructional methods when required.
- (3) To maintain records and statistics in a confidential manner.

### **DUTIES AND RESPONSIBILITIES**

4. The accommodation is a shared responsibility. Everyone involved should co-operatively engage in the process, share information, and avail themselves of potential accommodation solutions.
5. The person with a disability and/or a support worker or guardian is required to:
  - (1) Advise the accommodation provider of the disability.
  - (2) Make his or her needs known to the best of his or her ability, preferably in writing, in order that the person responsible for accommodation may make the requested accommodation.
  - (3) Answer questions or provide information regarding relevant restrictions or limitation including information from health care professionals, where appropriate, and as needed.
  - (4) Participate in discussions regarding possible accommodation solutions.
  - (5) Co-operate with any experts whose assistance is required to manage the accommodation process or when information is required that is unavailable to the person with a disability.
6. The Accommodation Officer is required to:
  - (1) Accept the person's request for accommodation in good faith.
  - (2) Obtain expert opinion or advice where needed.
  - (3) Take an active role in ensuring that alternative approaches and possible accommodation and alternative solutions are investigated and acted upon.
  - (4) Keep a record of the accommodation request and action taken.
  - (5) Send a copy of the accommodation request and action taken to the Administrative Services Secretary who will keep a confidential central record.
  - (6) Maintain confidentiality.
  - (7) Limit requests for information to those reasonably related to the nature of the limitation or restriction so as to be able to respond to the accommodation request.
  - (8) Grant accommodation requests in a timely manner.

**PROCEDURES**

7. Accommodation requests should be made in writing to the Supervisor of the facility or program relevant in the request. The Supervisor will act as the "Accommodation Officer".
8. The accommodation request is assessed by the Accommodation Officer and in communication with the person with the disability and/or a support worker or guardian.
9. The Accommodation Officer shall make every reasonable effort to find an accommodation that is acceptable to the program participant and is consistent with the Policy Statement. This may include finding a volunteer to assist, using additional or alternate instructional methods, providing additional training to staff, working with a disabilities association or bringing in some additional expertise to assist.
10. The Accommodation Officer will keep a confidential record of the accommodation request and action taken.

