

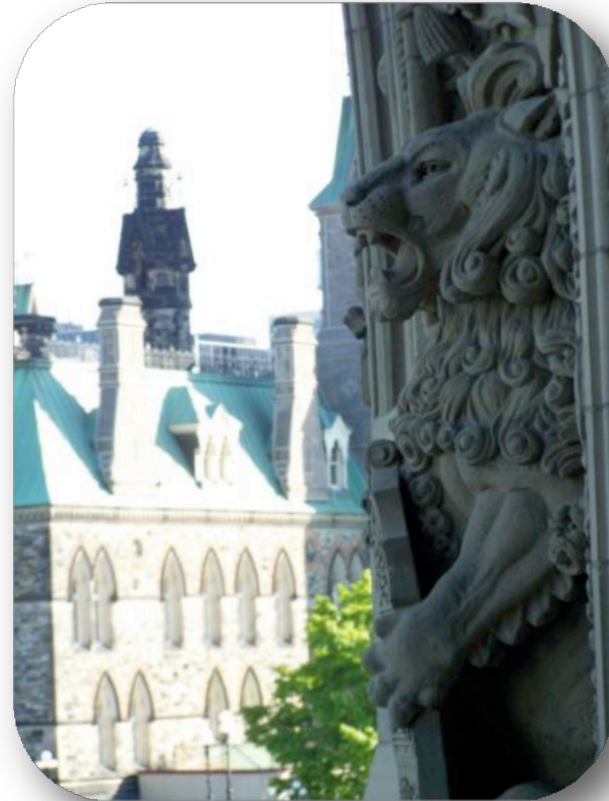
# Integrated Accessibility Standards Regulation

## Management Overview



# Agenda

- Background
- Integrated Accessibility Standards Regulation
  - General Requirements
  - Information and Communications
  - Employment Standard
  - Transportation Standard
  - Public Spaces
- Next Steps

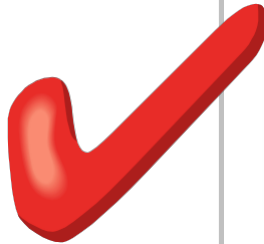


# Accessibility for Ontarians with Disabilities Act

Compliance January 1, 2010 – designated public sector  
January 1, 2012 – private sector/NFP's

## Customer Service Standard

- How we interact with people with various disabilities and provide goods and services.
- Required:
  - ✓ accessible customer service policy, procedures and practices
  - ✓ staff training
  - ✓ a feedback method
  - ✓ alternate communication methods, service animals, support persons and assistive devices
  - ✓ notice of service disruption



# Integrated Accessibility Standards Regulation

## Integrated Accessibility Standards Regulation

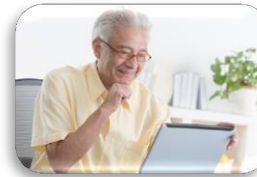
Released and became law July, 2011

### Four Standards:

1. Information and Communications
2. Employment
3. Transportation
4. Design of Public Spaces

### Sectors or Categories

- ✓ Government of Ontario & Legislative Assembly
- ✓ Large Designated Public Sector (50 or more)
- ✓ Small Designated Public Sector (< than 50)
- ✓ Large Organizations (50 or more)
- ✓ Small Organizations (< than 50)



Information &  
Communications  
Standard



Employment  
Standard



Transportation  
Standard



Public  
Spaces



# Integrated Accessibility Standards Regulation

**General** – Large Private & NFP (2014)  
Small Private (2015 and X)

## **Policies, practices and procedures**

- Develop, implement and maintain
- Statement of Organizational Commitment
- Written document (X small private not required)
- Available to public - accessible format



# Integrated Accessibility Standards Regulation

## Policies, practices and procedures

Policies should include:

- **Purpose** (AODA)
- **Scope and Responsibilities**
- **Policy Statement and Commitment** (4 principles)
- **Definitions**
- **General Provisions**
  1. Multi-year plan
  2. Procuring or Acquiring Goods and Services
  3. Training
- **Information and Communications Standard**
  1. Emergency Information
  2. Feedback
  3. Accessible Formats
  4. Accessible Website



# Integrated Accessibility Standards Regulation

## Policies, practices and procedures

Policies continued:

- **Employment Standard**
  1. Recruitment
  2. Employee Notification
  3. Accessible Formats
  4. Individual Accommodation Plan (12 processes)
  5. Return to Work
  6. Performance Management, Career Development and Advancement and Redeployment
  7. Workplace Emergency Response Information
  
- **Transportation Standard** (does not apply to us an organization, but we will inform staff of the upcoming changes and its impact and benefits to the community)
  
- **Public Spaces** (If our organizations is building new facilities or doing major renovations we will ensure that we following the public spaces standard for; recreational trails and beach access routes, outdoor public use eating areas, outdoor play spaces, exterior paths of travel accessible parking and service related elements)



# Integrated Accessibility Standards Regulation

**General** – Large Private & NFP (2014)  
Small Private (X)

## Accessibility Plan (multi-year)

Lays out what you are going to do over next five years to meet each of the deliverables.

- Posted to web site
- Available in alternative formats
- Review and update every 5 years



Large Private 2014 to 2019 Multi-Year Accessibility Plan Integrated Accessibility Standards Regulation (IASR)			
General Deliverables	Proposed Implementation Date	Actual Completion Date	Legislated Date (January)
<b>Policies &amp; Procedures</b>			2014
Create Policies with Statement of Organizational Commitment in written form			2014
Approval and Sign off			2014
Make available to the Public			2014
Available in Alternative Formats - upon request			2014
<b>Accessibility Plan - Multi Year</b>			2014
Develop Accessibility Plan			2014
Accessibility Plans - Post to web			2014
Prepare an Annual Status Report and post			2014
Continue to work on Accessibility Plan, review progress and update. Update regularly and every five years.			2014-2018
Provide in alternative format			2014
<b>Accessibility Self Service Kiosk - have regard for accessibility when</b>			2014
<b>Training - All employees &amp; volunteers, policy developers, those providing goods or services on behalf of organization regarding IASR and Human Rights Code</b>			2015
Decide on training delivery			
Create training schedule for current staff and new staff			
Ensure sign in sheets for record keeping			
Training completed			2015

# Integrated Accessibility Standards Regulation

## General – (continued)

### Procuring or Acquiring Goods or Services

- Incorporate accessibility criteria and features
- Develop a procedure
- Except where not practicable to do so (provide upon request an explanation)

### Self-Service Kiosks

Interactive electronic terminal for public use (Service Ontario)

- **Public Sector Organizations - Incorporate**
- **Private - Have regard** for accessibility features

### 3rd Party Service Providers



**Incorporate Accessibility**



“Kiosk” means an interactive electronic terminal, including a point of sale device, intended for public use that allows users to access one or more services or products or both

# Integrated Accessibility Standards Regulation

## General – (continued)

**Training** (Large Public 2014, Small 2015, Large Private 2015, Small 2016)  
Training provided on requirements of the **Integrated Accessibility Standards Regulation** and on **Human Rights Code** as it pertains to Persons with Disabilities.

- All **employees and volunteers**
- Those that **participate** in developing organizations **policies**
- All others who **provide goods, services** or facilities on behalf of organization
- Shall be **appropriate** to **duties** of employees, volunteers and others
- As soon as **practicable**
- Provide training in respect of any **changes to policies**
- Keep a **record** of the training provided; dates and number of individuals





# Integrated Accessibility Standards Regulation

**Training** (Large Public 2014, Small 2015, Large Private 2015, Small 2016)

**What do you provide training on:**

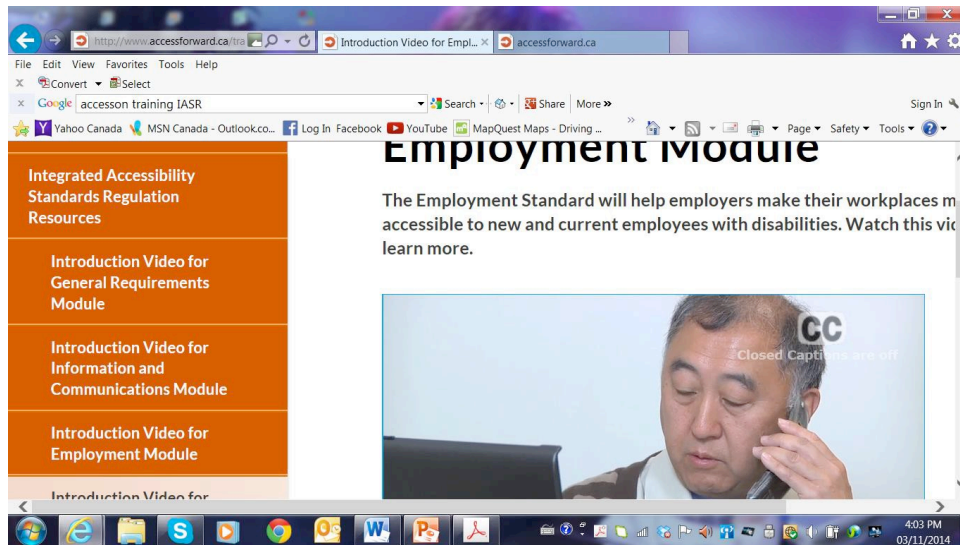
- **Human Rights Code**
- **Each of the standards as applicable to their duties:**
  - Your organizations policies
  - Information and Communications Standard
  - Employment Standard – rights as an employee
  - Transportation Standard – mention great things that are happening in community
  - Public Spaces Standard – new build forward basis



# Integrated Accessibility Standards Regulation

## Discussion:

- Issues re training
- Best practices
- <http://www.accessforward.ca/trainingResources/employment-video>



# Information & Communications Standard

## Accessible Formats & Communication Supports (Public 2015, 2016, Large Private 2016)

- **Create, provide and receive** information and communications in ways that are accessible for people with disabilities
- In a **timely manner** - takes into account the person's accessibility needs due to their disability
- At a **cost** no more than regular cost to others
- Consult with person regarding **suitability** of an accessible format or communication support
- **Notify public** re availability
- Does not apply to products and product labels
- **Upon request**

Could you send that electronically to me as a Word document please?



# Information and Communications Standard

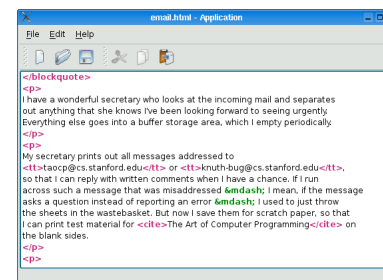
## Accessible Formats – what could people ask for?

- Accessible electronic formats such as MS Word, HTML, Excel, PDF or email
- Large Print
- Braille - statistics
- Accessible audio formats
- Read, write or draw
- Captioning or audio description
- Assistive listening systems
- Sign Language Interpreters and Interveners
- Repeating, clarifying or restating information

**Assistive Listening Device**



**HTML**



**Braille**



# Information & Communications Standard

**Assistive Devices**

# Information and Communications Standard

Word Documents using the  
Styles Ribbon

## Ensure Electronic Version is Accessible!

- ✓ Clear Print Guidelines
- ✓ Clear Writing Principles
- ✓ Colour Contrast
- ✓ Design Incorporates Headings and Styles
  - Allows individual with screen reader to navigate through document
  - Ensures consistency throughout document.



### Use Headings

#### Accessibility Experts (Heading 1)

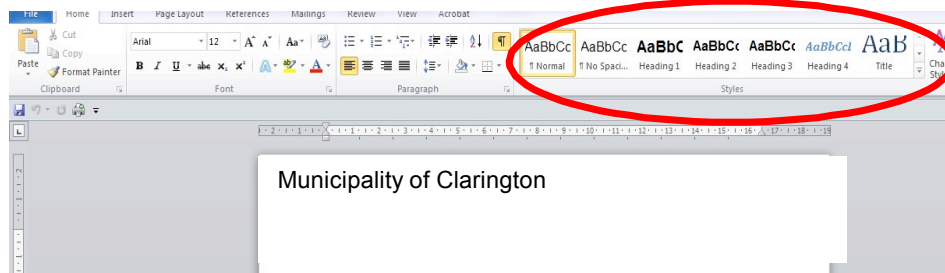
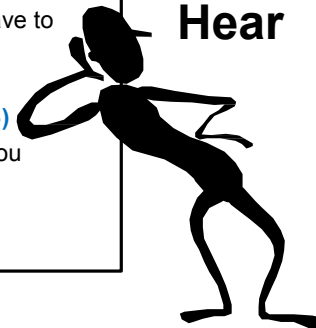
We are an accessibility consulting and training firm.

#### 1. Five Standards (Heading 2)

There are five standards that companies have to comply with.

#### i. Employment Standard (Heading 3)

The employment standard requires you to advertise promote employment for persons with disabilities.





# Information & Communications Standard

## Feedback (Public 2014, 2015) (Private and NFP 2015, 2016)

Ensure process for receiving and responding to feedback is accessible (upon request)

Highlighted areas marked in yellow mandatory or \*

Name:	
Address:	
Province:	Select province from drop down list
Postal:	
Email Address	

## Emergency Preparedness (2012)

Those that prepare **emergency procedures, plans or public safety information** – accessible format upon request, and as soon as practicable



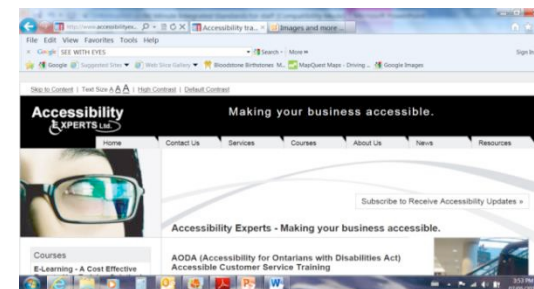
# Information & Communications Standard

## Accessible Websites

**Website – New** (2014, Small Non Profit and Private x)  
Internet & Intranet WCAG 2.0, Level A initially and increase to Level AA

**Websites and Content** (2021, Small Non Profit and Private x)  
All internet websites and web content WCAG 2.0, Level AA

[www.accessibilityexperts.ca](http://www.accessibilityexperts.ca)



## Web Content Accessibility Guidelines (WCAG) 2.0

- Level A - Initially
- Level AA - 2021 (all content back to 2012)

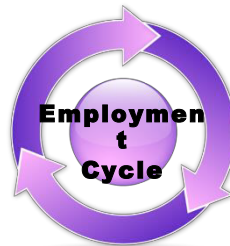
# Employment Standard

**Employment Standard** – To promote hiring of people with disabilities and encourage employees to disclose. Throughout employment cycle.

Applies to **paid** employees

Does **not** apply to **volunteers** and other **non-paid** individuals (ex. Board of Directors)

1. **Recruitment**
2. **Assessment**
3. **Selection**
4. **Retention**



Timelines: Large Public Sector 2014  
Small Public Sector 2015  
Large Org. 2016  
Small Org. 2017

## Recruitment Assessment Selection Retention



Accommodate people with disabilities in our labour force throughout employment cycle!

# Employment Standard

“Recruit staff based on their abilities and not their disabilities.”

## 1. Recruitment (Large Public 2014, Small 2015, Large Private 2016, Small 2017)

How we **look** for employees



- Notify **employees** about availability of accommodation in their recruitment process – advertising internally
- Notify **public** about availability of accommodation in their recruitment process  
**“Accommodations are available upon request.”**
- If **applicant requests an accommodation**, employer consults with applicant to provide or arrange suitable accommodation – materials or processes.

## Recruitment



# Employment Standard - Assessment

## 2. Assessment Process

Identification and **evaluation of knowledge, skills and abilities** (e.g. screening, interviewing, reference and police check, psychological or computer skills testing)

- a) Let selected participant know **accommodations are available** - materials or processes.
- b) **Provide or arrange accommodations** – takes into account persons needs due to disability (Physical, Hearing, Vision, Deaf-Blind, Speech, Mental Health, Learning, Intellectual, Sensory and Temporary Disabilities)

## Assessment

Need my own laptop to read information out loud to me



Need my wheelchair to fit under the desk



Can't operate calculator but can use excel

# Employment Standard - Selection

## 3. Selection

Choosing the most likely candidate to be successful at performing job and hiring them

- Offer of employment notify **applicant** of:
  - policies to support people with disabilities
- Notify **employees** of:
  - **policies to support** people with disabilities
  - policy on provision of **job accommodation**
  - new employees notify as soon as practicable re job accommodation policy
  - provide updated info if change in existing policies

## Selection





# Employment Standard - Retention

## 4. Retention

Processes in place to meet diverse needs of employees and create an environment that encourages employees to remain employed

- a) Successful **applicant** – notify of **policies** for accommodation
- b) Inform **employees** of **policies** for accommodation
- c) **Accessible formats** & communication supports – perform job
- d) **Individual Accessibility Plan** (small private X)
- e) **Performance Management**
- f) **Career Development and Advancement**
- g) **Return to Work Process**
- h) **Redeployment**
- i) Individual **Workplace Emergency Response** Info.

## Retention



# Transportation Standard

## Is transit accessible?

### Accessible Transit

**Conventional** – transit buses, motor coaches, rail based transportation solely within Province of Ontario

**Specialized transit** – Handi Transit, Wheel trans  
(means designated public sector transportation service providers on behalf of Government of Ontario)

**Other** – School buses, ferries and taxis

**Accessible Transit Platforms** (bus shelters and bus stops)

**Accessible Transit Communication**



# Design of Public Spaces

## Design of Public Spaces

Applies to public spaces that are on a go forward basis:

- newly constructed
- redeveloped.

### Timelines:

Public Sector 2016  
Large Org. 2017  
Small Org. 2018



# Design of Public Spaces

## What does it cover?

Newly constructed or redeveloped.

- 1. Recreational Trails/beach access routes**  
Clear widths, firm and stable surfaces, clear signage, location of amenities, ramps
- 2. Outdoor Public Eating Spaces**  
Portion of spaces accessible, level, firm and stable
- 3. Outdoor Play Spaces**  
Firm and stable surfaces, incorporate accessibility features, consult with people with disabilities
- 4. Outdoor Paths of Travel**  
Clear widths, ramps, tonal contrast and stairs have tonal contrast and tactile



# Design of Public Spaces

## What does it cover?

Newly constructed or redeveloped.

### 5. Accessible Parking

Must provide two types of parking

- ✓ **Type A** – wide parking spot 3400 mm with signage “van accessible”
- ✓ **Type B** – standard 2400 mm

### 6. Service Related Elements

Service Counters, fixed queuing guides (width, turn around space, cane detectable) and waiting areas (accessible seating and mobility aid space)

### 7. Maintenance and Restoration

Maintain and restore public spaces





# Design of Public Spaces

Nature calms the soul!



Equal access to public spaces!



# Be a leader!

- **Accessibility helps business!**
- **Being compliant gives you a leading edge over competitors!**
- **Government and Public Sector Organizations have already complied**
  - If they are hiring a third party service provider they have to ensure those individuals have had training.
- **Untapped market of potential employees**



# Next steps!

1. Create policies
2. If you have more than 50 employees create a Multi-Year Accessibility Plan
3. Make sure you have filed your 2<sup>nd</sup> report for the AODA which is due by end of this year (org. with more than 20 people)
4. Make sure feedback system is accessible
5. Provide staff training
6. Give staff a copy of your policies

Accessibility Directorate  
of Ontario  
Ministry of Economic  
Development, Trade and  
Employment

## 2014 Accessibility Report (50 or More Employees)

Please answer the 2014 Accessibility Report questions listed below. Questions should only be answered if they are applicable to your organization.

For more details please see the "Instructions" document that was included in the reporting documents you received from the Accessibility Directorate of Ontario.

**Note:** The Accessibility for Ontarians with Disabilities Act, 2005 requires that organizations file reports on accessibility standards that apply to them. It is an offence under the Act to provide false or misleading information in an accessibility report filed under the AODA.

Accessibility Report Questions	
1. Is your organization complying with the requirements of the Customer Service Standard that came into effect prior to this report? (O. Reg 429/07)	Yes: <input type="checkbox"/> No: <input type="checkbox"/>
2. Do you make your accessibility policies available to the public?	Yes: <input type="checkbox"/> No: <input type="checkbox"/>
3. Do you have policies, practices and procedures on providing goods or services to people with disabilities? (O. Reg 429/07 s. 3)	Yes: <input type="checkbox"/> No: <input type="checkbox"/>
4. Do you ensure that every person who deals with the public or other third parties on behalf of your organization, and every person who participates in developing your policies, practices and procedures on providing goods or services, receives training about providing goods or services to people with disabilities?	Yes: <input type="checkbox"/> No: <input type="checkbox"/>
5. Have you established and documented a process to receive and respond to feedback on how your goods or services are provided to people with disabilities including actions that you will take when a complaint is received?	Yes: <input type="checkbox"/> No: <input type="checkbox"/>
6. When asked, do you provide tailored emergency response information for your employees who have disabilities?	Yes: <input type="checkbox"/> No: <input type="checkbox"/>
7. Have you established, implemented, maintained and posted a multi-year accessibility plan?	Yes: <input type="checkbox"/> No: <input type="checkbox"/>

2014 Accessibility Report

## Next steps continued...

7. HR – reflect on requirements of the Employment Standard – **Conference Board of Canada Employment Toolkit (templates)**
8. Encourage current employees to disclose if they have accessibility requirements on the job.
9. Determine level of accessibility re website and how documents are being created and saved to website – clean up website (less conversion later)
10. Incorporating accessibility is the right thing to do.



# We are here to help you!

Thank you!

Contact us if you need any help!

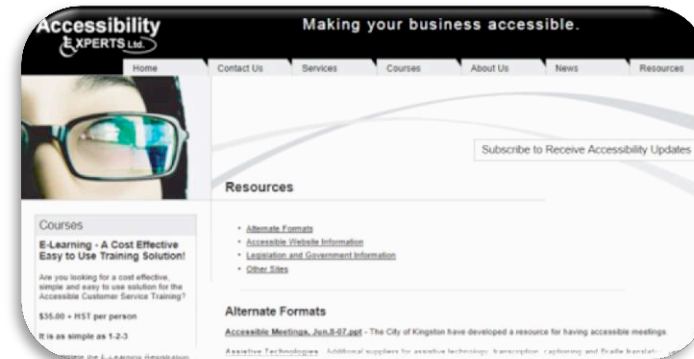
[www.accessibilityexperts.ca](http://www.accessibilityexperts.ca)

[edie@accessibilityexperts.ca](mailto:edie@accessibilityexperts.ca)

Find information on our resource page.

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