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AODA's Integrated Accessibility Standards Regulation (IASR) Training



Background

- Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
 - Purpose
 - To achieve a fully accessible Ontario by 2025
 - Develop accessibility standards
 - Enforce the standards
- The AODA applies to public, broader public and private sectors
 - Municipalities & Government Ministries
 - Hospitals
 - Schools, College & Universities
 - Public Transit
 - Stores, Restaurants, Dental Offices



Background

- Customer Service Standard, Ontario regulation 429/07
- Integrated Accessibility Standards Regulation (IASR), Ontario Regulation 191/11
 - Information and Communications
 - Employment
 - Transportation
- Built Environment



Compliance

- Who has to comply with the regulation?
 - Every business and organization operating in Ontario that:
 - Provides goods, services, or facilities or other organizations, and
 - Has at least one employee in Ontario
- IASR requirements being phased in between 2011 and 2021



Training

- The training is divided into 5 modules:
- General Requirements, which apply to all four other standards
- Information and Communications;
- Employments;
- Transportation; and,
- Finally, the Built Environment



Training on the Ontario Human Rights Code (the Code)

- As part of the training requirement, organizations must understand their obligations under the Ontario Human Rights Code and the difference between the Code and the IASR



- This training includes
 - Video based training module from the Ontario Human Rights commission that specifically meets the training requirement
 - *Working Together: The Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act*





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General Requirements



General Requirements



Training

- Section 7 of the Integrated Accessibility Standards Regulation (IASR) requires organizations to train their staff on
 - The requirements of the regulation that apply to the organization's business, and
 - The Ontario Human Rights Code (the Code) as it relates to people with disabilities



Who needs to be trained?

- The Town of Arnprior must train the following people as it relates to their duties
 - All existing and new employees and volunteers, including paid and unpaid positions
 - Anyone who participates in developing the Town's policies, which might include Senior Management Team, Managers, Supervisors, Board Members
 - Anyone who provides goods, services or facilities on behalf of the Town



What are the dates for compliance?

- The regulation says that training must be provided to all those who need it as soon as your organization is able to do it
- The dates for compliance depend on the size and type of the organization.
- They are phased in over time, to give the Town time to prepare.



Training Format

- Training will include
 - Videos on the IASR Training Modules

General Requirements Training



Information and Communications Standard Training



Employment Standard Training



Transportation Standard Training



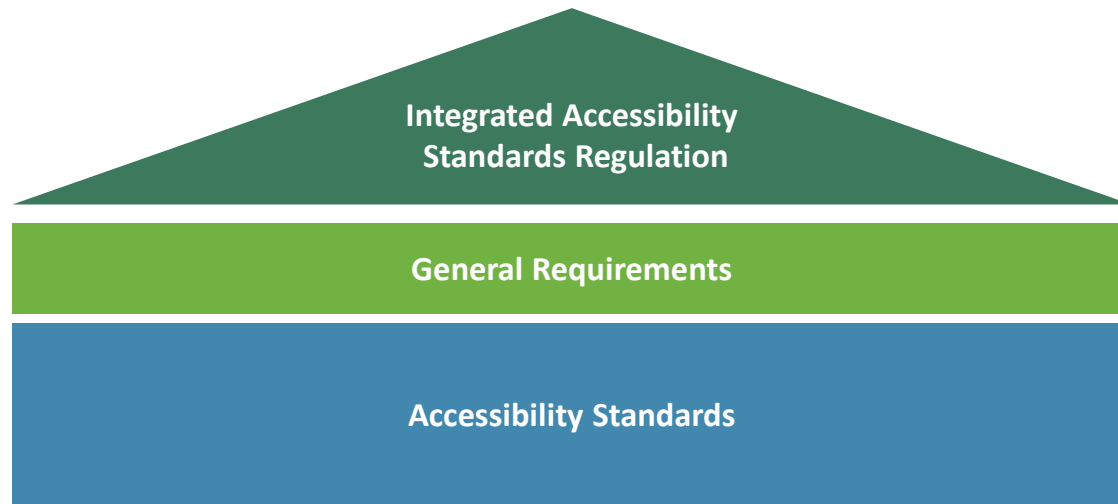
Design of Public Spaces Standard Training



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General Requirements Training

- The General Requirements of the Integrated Accessibility Standards Regulation (IASR) apply to all the standards of the regulation.



General Requirements Training

- This section of the regulation outlines the requirements for:
 - Who must comply with the regulation
 - Training for employees and others
 - Accessibility policies
 - Accessibility plans
 - Procurement
 - Self-service kiosks



Accessibility Policies

- Organizations must develop accessibility policies describing what they do, or intend to do, to meet the requirements of the regulation.
- These policies serve as rules that will guide everyday practices.
- The Town of Arnprior must:
 - Document these policies in writing
 - Make the policies publicly available, and in an accessible format on request
 - Include a statement of your organization's commitment to accessibility



Accessibility Plans

- The Town of Arnprior must develop an accessibility plan
- An accessibility plan outlines the steps that the Town will take to prevent and remove barriers to accessibility and how the requirements of the regulation will be met.



Accessibility Plans

- The Town must
 - Establish, implement, document and maintain a multi-year accessibility plan
 - Post the accessibility plan on the Town's website and provide the plan in an accessible format on request
 - Review and update the accessibility plan at least once every five years



Accessibility Plans

- The Town must:
 - Establish, review and update our accessibility plan in consultation with people with disabilities
 - Prepare an annual status update on our progress in implementing the plan
 - Publicly post the status update on our website and provide it in an accessible format on request



Procurement

- It is also important to incorporate accessibility criteria into procurement and buying practices
- Doing so can make a significant impact on preventing new accessibility barriers and addressing existing ones



Procurement

- The Town of Arnprior must
 - Incorporate accessibility design, criteria and features into procurement, except where it is not practicable to do so
 - Provide an explanation, on request, as to why accessibility design, criteria and features were not practicable to incorporate into the procurement



Self-Service Kiosks

- A self-service kiosk is an interactive terminal, such as a point-of-sale device you use at a grocery store checkout or for parking or fare payment
- People with disabilities should be able to use a self-service kiosk independently and securely as possible.



Self-Service Kiosks

- The Town of Arnprior must:
 - Incorporate accessibility features when designing, procuring or acquiring self-service kiosks





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Information and Communication Standards

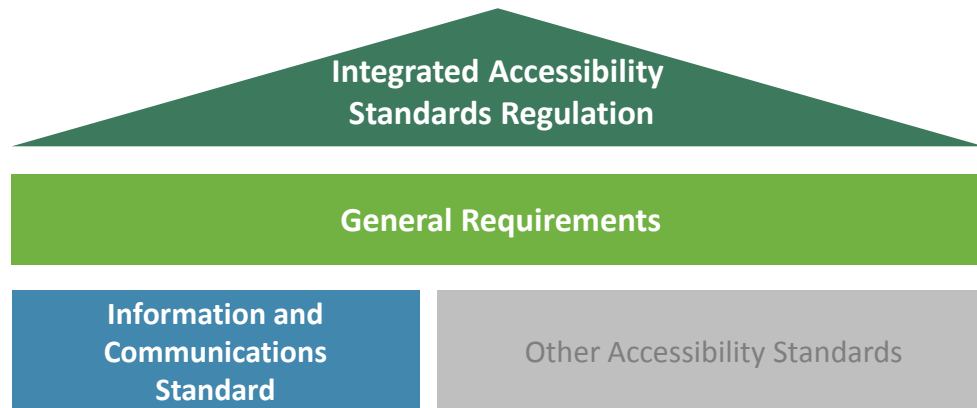


Information and Communication Standard



Information and Communication Standards

- The Information and Communication Standard establishes processes that businesses and organizations in Ontario must follow to create, provide, and receive information and communication in ways that are accessible to people with disabilities



- Accessible formats and communication supports
- Feedback processes
- Emergency procedures, plans or public safety information
- Accessible websites and web content
- Educational and training institutions:
 - Educational and training resources and materials
 - Training to educators
 - Libraries of educational and training institutions
- Producers of education or training material
- Public libraries



Accessible Formats and Communication Supports

- When requested, you must provide information and communications in an accessible manner to people with disabilities
- Alternatives to standard print are often referred to as accessible formats, and ways to help communication between people are referred to as communication supports
- When a request is received, you must consult with the person to determine their accessibility needs
- You have the flexibility to determine the most appropriate accessible format or communication depending on the accessibility needs of the person and the capability of your organization to deliver



- Accessible formats and communication supports must be provided in a timely manner and at a cost that is not more than the regular costs charged to other people
- Examples of alternate formats and communication supports:
 - Reading written information to a person directly
 - Large print
 - Text transcripts of audio or visual information
 - Handwritten notes instead of spoken word



Exceptions

- The requirement does not apply to the following:
 - Product and product labels
 - Information that you do not control directly or indirectly through a contract
 - Information or communications that cannot be converted



When it is not possible

- There might be instances when you are unable to convert the requested information or communication – for example, if
 - The technology to convert the information is not readily available, or
 - The information may be lost in the conversion process and cannot be conveyed in a meaningful way



When it is not possible

- When it's not possible to convert the requested material, you need to provide the individual making the request with the following:
 - An explanation as to why the information or communications are unconvertible, and
 - A summary of the information or communications



Feedback Processes

- Under the Accessibility Standard for Customer Service, organizations had to establish a customer service feedback process for receiving and responding to feedback about how they provide goods or services to people with disabilities.
- Under the Information and Communications Standard, the feedback process must be accessible.



Emergency Procedures, Plans or Public Safety Information

- Examples of emergency information include, but are not limited to:
 - Emergency plans and procedures
 - Maps, warning signs and evacuation routes
 - Information given to the public about alarms or other emergency alerts
- Real-time emergency information (such as announcements and alarms) is not included in this requirement



Accessible websites and web content

- An organization's website is often a primary way it shares information – that's why it's important that the Town's website and web content is accessible
- The Town must conform with the International Web Content Accessibility Guidelines (WCAG) 2.0 as outlined in the standard
- WCAG 2.0 has different levels of compliance that determine how accessible a site is.



Examples of WCAG Web Accessibility Features

- Level A feature
 - Alternative text appears when your mouse hovers over an image. It's important to use appropriate text when describing an image so that the screen reader technology can describe the image to a person with vision loss
- Level AA feature
 - Properly named headings and labels enable people using screen reader technology to scan through information on a web page efficiently.



Educational and training institutions

- There are sections of the Information and Communications Standard that specifically apply to Educational and training institutions; including
 - Educational and training resources and materials
 - Training to educators
 - Libraries of educational and training institutions
 - Producers of education or training materials

Public Libraries

- Public libraries must provide or arrange to provide accessible materials where they exist, when requested.
- They must also make information publicly available to inform people that materials can be provided in an accessible format, on request.





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Employment Standard



Employment Standard



Employment Standard

- The Employment Standards deals with accessibility in the employment cycle. It addresses the processes and procedures organizations follow in recruiting and accommodating their employees



- Informing employees of supports
- Accessible recruitment process
- Accessible formats and communication supports
- Documented individual accommodation plans
- Workplace emergency response information
- Performance management, career development, and redeployment
- Return to work process
- Compliance deadlines for the Employment Standard



Building on Existing Legislation

- The Ontario Human Rights Code requires all employers to meet the accommodation needs of employees with disabilities to the point of undue hardship.
- The Employment Standard builds on this requirement. It requires employers to have processes in place to determine an employee's accommodation needs.



Requirements of the Employment Standard

- The requirements of this standard address key processes in the life cycle of a job.
- The standard applies to organizations with one or more employees in Ontario, and which provide goods, services, or facilities to the public or to other organizations.
- The requirements:
 - Apply to paid employees.
 - Do not apply to volunteers and other non-paid individuals.



Informing Employees of Support

- The Employment Standard requires employers to inform all employees, both new and existing, of their accessible employment practices.
- This includes, but is not limited to, policies on providing job accommodations that take into account an employee's accessibility needs due to disability.
- This will make all employees aware of how the organization will support them if they have a disability – or if they acquire a disability later in their career.



Accessible Recruitment Process

- An employment relationship with an employee typically begins through a recruitment process.
- When planning an accessible recruitment process, there are requirements at the following three stages:
 - When advertising job positions
 - When inviting job applicants to participate in the selection process
 - When offering a job to a successful applicant



Advertising Job Descriptions

- When advertising job positions, state that accommodations for job applicants with disabilities are available on request.
- For example, your organization may choose to do this in all job ads, a statement on your website, or another way.
- This notifies your existing employees and the public that the organization will support their participation in all aspects of the recruitment process.



Inviting Job Applicants

- State that accessibility accommodations are available on request to support their participation.
- For example, when scheduling interviews, all applicants can be asked if any accessibility accommodations are needed for the recruitment process
- An example of an accommodation that may be requested is that material given to candidates during the interview be provided in large print.



Documented Individual Accommodation Plans

- The standard requires all employers to have a written process to document individual accommodation plans for employees with disabilities.
- This will help organizations have a clear and consistent approach for accommodating employees with disabilities.



What is an individual accommodation plan?

- An individual accommodation plan is a formal way to record and review the workplace-related accommodations that will be provided to an employee with a disability.
- Employers must work with an employee with a disability to find the appropriate accommodation to meet the individual's accommodation needs.



Elements to include in individual accommodation plans

- The standard specifies a number of elements that must be included in the process for developing documented individual accommodation plans, including:
 - How the employee can participate in the process
 - How the employer can seek outside expert advice to help determine an employee's accommodation needs
 - How the privacy of personal information will be protected
 - How often the plan will be reviewed



Workplace Emergency Response Information

- Individualized emergency response information can help both employees with disabilities and organizations prepare for various emergencies
- Every employer must provide individualized workplace emergency response information to employees with disabilities if:
 - The disability makes it necessary, and
 - The employer is aware of the need.
- With the employee's consent, the Town must ensure the information is shared with anyone designated to help them in an emergency.



Performance Management, Career Development and Redeployment

- The standard requires that these processes take into account the accessibility needs of employees with disabilities and their individual accommodation plans.
- These requirements apply only if the organization currently has such processes in place. Organizations are not required to establish these processes if they don't exist.



- Providing a performance plan document in large print to an employee with low vision.
- Reviewing an employee's accommodation plan to understand the individual's accommodation needs and determine if the plan needs adjusting to improve his or her performance on the job.
- Adjusting accommodation supports or updating an accommodation plan, with the employee's participation, to meet the employee's new role or responsibilities in the event the employee is promoted or redeployed



Return to Work Process

- An employee with a disability may sometimes need to take time off work for a treatment, recovery, or other reasons.
- In addition, a disability such as an injury or illness can happen at any time and to any of us.
- That is why the standard requires all employers to develop a process that supports employees who have been absent due to a disability and who require disability-related accommodations when they return to work.



Documenting the Return to Work Process

- The return to work process must:
 - Be documented and outline the steps that will be taken to facilitate an employee's return to work.
 - Use documented individual accommodation plans.
- The return to work process does not replace or override any other return to work processes created under any other law.





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Transportation Standard

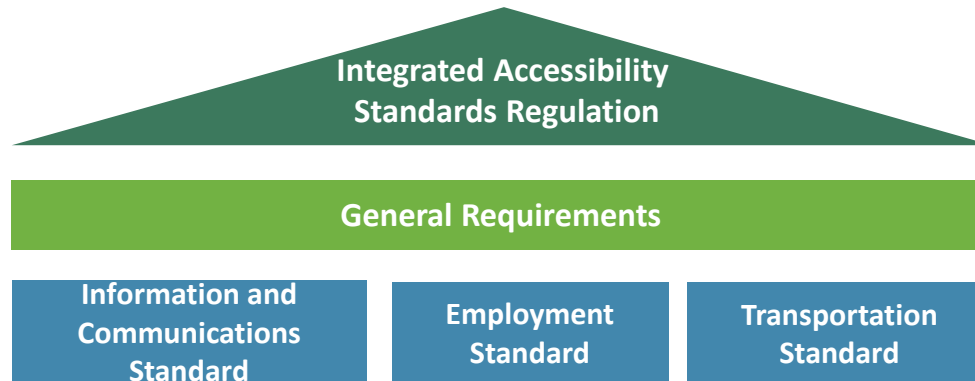


Transportation Standard



Transportation Standard

- Sets out the requirements to prevent and remove barriers to public transportation so that everyone can more easily travel in Ontario.



Who Must Comply with the Training?

The Transportation Standard applies to conventional and specialized public transportation providers that operate solely in Ontario. These include:

- Conventional transportation services such as:
 - Transit buses
 - Motor coaches
 - Rail-based transportation (e.g., subways, commuter trains, etc.)
- Specialized transportation services for people with disabilities



The Transportation Standard also applies to:

- Other transportation services provided by
 - Public school boards
 - Hospitals
 - Colleges
 - Universities
- Municipalities, including those that license taxicabs or that provide conventional transportation services
- Certain ferries



Who May Be Exempt

There are transportation service providers that don't have to comply, including:

- Limousines and town cars
- Shuttle vehicles, for example, at airports, hotels, or casinos
- Faith-based organization vehicles
- Tour buses and tour/charter boats
- Private school transportation
- Rides and trolleys/trams (as in amusement parks)
- Federally regulated transportation services such as airlines, VIA Rail and Greyhound



Requirements for Transportation Service Providers

There are some requirements common to both conventional and specialized transportation service providers, such as:

- Making information available to the public on accessibility equipment and features of their vehicles, routes, and services.
- Providing accessibility training to employees and volunteers.
- Not charging a fare to a support person accompanying a person with a disability when that person requires a support person.
- Meeting additional transportation-specific requirements in their accessibility plans.

There are other requirements that are unique to each specific type of transportation provider, as outlined on the next few slides.



Requirements for Conventional Transportation Service Providers

- Some of the requirements for conventional transportation services providers are:
 - Technical requirements
 - Fares
 - Stop announcements
 - Seating
 - Service disruptions



Requirements for Specialized Transportation Service Providers

- Some of the requirements for specialized transportation services providers include:
 - Developing an eligibility application process and implementing criteria
 - Charging passengers no more than the fare charged on conventional transportation services
 - Making specialized services available to eligible visitors
 - Coordinating connections with other specialized providers
 - Not restricting the number of trips that a person with a disability can request



Other Transportation Service Providers

Other transportation service providers include:

- Public school boards
- Hospitals, colleges, and universities
- Ferries



Duties of municipalities

- Municipalities that license taxicabs must ensure the owners/operators meet specific requirements, including:
 - Fare parity
 - Placement of vehicle registration and identification on rear bumper
 - Making available accessible vehicle registration and identification



Duties of Municipalities

Bus Stops and Shelters

- Municipalities that offer conventional transportation services must consult on, and plan for, accessible bus stops and shelters in their community.
- To determine what is needed to make bus stops and shelters more accessible, municipalities must consult with:
 - Their accessibility advisory committee, if one has been established
 - The public, and
 - People with disabilities
- Any planning or steps to meet the goal of accessible bus stops and shelters must be included in the municipality's accessibility plan.





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Built Environment Standard Design of Public Spaces



Built Environment Standard



Built Environment Standard

- The Design of Public Spaces Standard is part of the Integrated Accessibility Standards Regulation.
- It sets requirements for specific features of our physical environment that will make it easier for people with disabilities to move through, use and enjoy what our communities have to offer.



About the Design of Public Spaces Standard

- The requirements of the standard are divided into seven sections:
 - Recreational trails and beach access routes
 - Outdoor public use eating areas
 - Outdoor play spaces
 - Exterior paths of travel (sidewalks or walkways) and their associated elements
 - Accessible off-street and on-street parking spaces
 - Obtaining services (service counters, fixed queuing guides and waiting areas)
 - Maintenance planning



The Scope of the Requirements

- The standard requires organizations to incorporate accessibility when:
 - Building new public spaces, or
 - Making planned significant alterations to existing public spaces.
- Organizations are **not** required to retrofit public spaces to meet the requirements. This means that organizations are not required to alter their public spaces if they have no plans to do so.
- Accessibility for elements related to buildings, for example, building entrances, washrooms and barrier-free paths of travel, are **not** addressed in this standard. They are addressed through Ontario's Building Code.



How the Standard Relates to the Other Requirements of the IASR

- It's important to remember that the General Requirements section of the regulation includes requirements that may be relevant to the Design of Public Spaces Standard. For example:
 - All organizations with accessibility plan requirements must make sure that their multi-year accessibility plan outlines how their requirements under the regulation (including the Design of Public Spaces Standard) will be met.
 - Designated public sector organizations are required, except where not practicable to do so, to “incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities”, which may be relevant to the accessibility features of public spaces, such as outdoor play spaces or outdoor public use eating areas.



Requirement for Public Spaces

- The new Built Environment Standards require that accessibility elements be included in public spaces that are not covered in the Ontario Building Code such as:
 - The need for appropriate clear widths for recreational trails and beach access routes;
 - Providing a minimum number of accessible picnic tables in rest stops and picnic areas;



Requirement for Public Spaces

- Consulting with people with disabilities on the accessible design of play spaces;
- Ensuring exterior paths of travel such as sidewalks, ramps, rest areas and accessible pedestrian signals are designed for everyone to use;
- Improving the design of off street accessible parking spaces and increasing the numbers required



Requirement for Public Spaces

- Ensuring that customer service areas have lowered counters to serve people using mobility devices; and
- Ensuring accessibility equipment, spaces and features are maintained in good working order



Built Environment Standards and Construction

- These standards need to be applied for new construction and planned redevelopment.
- The IASR defines planned redevelopment as:
 - Planned work done on an element, structure or site that takes the element, structure or site beyond its original condition. Where a redevelopment is planned for a portion of a larger site, only the portion being redeveloped must meet the accessibility requirements.



Conclusion

- The AODA and its standards aim to make Ontario accessible in all business areas
- Please remember that if you design and deliver your services to be inclusive and to consider accessibility you are helping everyone



Questions?



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