Helping Chatham-Kent Become Accessible

An Accessibility for Ontarians with Disabilities Act (AODA) Training Manual for Chatham-Kent Municipal Accessibility Advisory Committee (CKMAAC) Members

September 2017

If you require this package in an alternate format please contact the CKMAAC

Prepared by Chatham-Kent Municipal Accessibility Advisory Committee

Contents

Helping Chatham-Kent Access Ontario Accessibility for Ontarians with Disabilities Act (AODA) Training Manual for Chatham-Kent Municipal Accessibility Advisory Committee Members

Introduction

This manual will serve as a training package for members of the [Chatham-Kent Accessibility Advisory Committee](#) in relation to accessibility in Chatham-Kent and Ontario. It will provide an overview of the roles and responsibilities of the Municipal Accessibility Advisory Committee (MAAC) and the Accessibility for Ontarians with Disability Act (AODA) as well as provide accessibility resources available within Chatham-Kent and Ontario.

The Accessibility Advisory Committee (AAC), a working committee of Chatham-Kent Council advises and assists Municipal Departments in promoting and facilitating a barrier-free Chatham-Kent for citizens of all abilities through universal design.

The Chatham-Kent Accessibility Advisory Committee recognizes individuals and businesses who strive to increase, and promote, a barrier free, accessible community through the following awards. Nominees are encouraged from the community and are awarded in February.

Dr. Veronica Vaughn Most Accessible Business of the Year Award
This award is presented to a business that stands out as providing an accessible facility and accessible customer service.

The Sheila Lindsey Powers Accessibility Advocate Award
This award is presented to an individual who stands out in the community as an advocate for inclusion of people of all abilities.

The Sid Ebare Perseverance Award
This award is presented to an individual who stands out as a person who perseveres beyond their limitations to participate in community life.

Municipal Accessibility Advisory Committee – Role and Responsibilities

All Ontario Municipalities with populations exceeding 10 000 people are required to have an Accessibility Advisory Committee (AAC). AACs can be made up of a variety of people however people with disabilities must make up a majority of its members.
The role of an AAC is to advise and help municipal council carry out its responsibilities under the AODA. Section 29 of the AODA describes three main activities for an AAC:
1) Advising municipal council about the requirements and implementation of accessibility standards and the preparation of accessibility reports and other matters for which the council may seek advice.
2) Reviewing site plans and drawings described in section 41 of the Planning Act that the committee selects.
3) Performing all other functions as specified in the regulations.
(Taken from "How to Serve on a Municipal Accessibility Advisory Committee, Ontario)

Resources/Links

All members of a Municipal Accessibility Advisory Committee should familiarize themselves with the roles and responsibilities of the committee. The [Municipal Accessibility Advisory Committee Guide](#) developed by the Accessibility Directorate of Ontario can serve as a resource and training manual for all AAC members.

What is the AODA?

The Accessibility for Ontarians with Disabilities Act (AODA) was passed by the Ontario government in 2005 with a goal of making Ontario a fully accessible province by the year 2025 through the development of five key standards referred to as the Integrated Accessibility Standards Regulation (IASR) which are based on daily living. Each standard provides the accessibility requirements for its respective area. The five individual standards that make up the IASR include:
- Customer Service
- Information and Communication
- Employment
- Built Environments and Public Spaces
- Transportation

All businesses and organizations with more than one employee, whether they are private, public or non-profit, are required to follow the standards and regulations outlined in the IASR where applicable. Some may find that the nature of their organization or business will require them to apply all five standards, while some may note that they

only need to apply one, two, or three of them. For example, individuals that do not deal directly with providing transportation services will not be required to apply the transportation standard.

Resource/Link

[Integrated Accessibility Standards](#): Accessibility for Ontarians with Disabilities Act, 2005 ONTARIO REGULATION 191/11

Accessibility for Ontarians with Disabilities Act (AODA) Standards

The Customer Service Standard

The [Customer Service Standard](#) makes up one of the largest parts of the AODA. It applies to any organization, either public or private, with one or more employees that provide goods and services to the public or other organizations and groups within the province. It encompasses the development of policies and procedures for providing goods and services to persons with disabilities, keeping the core principles of independence, dignity, integrity and equal opportunity in mind. The Customer Service Standard sets out regulations with regards to the following key issues:

- Use of personal assistive devices
- Communication
- Service animals
- Supportive personnel
- Notice of service disruption
- Accessibility training for employees, volunteers, and other personnel
- Customer feedback

Accessible customer service is about businesses and organizations understanding the varying needs of people with disabilities and coming up with solutions to help them access their goods and services.

As compliance deadlines for the Customer Service Standard for all private and public sectors was mandated by January 1, 2012 most, if not all, employees have received some type of training with regard to accessible customer service. Training should have included the following:

How to interact with persons with disabilities who use assistive devices, service animals, supportive personnel

- Use of any equipment/devices that the organization has available to assist

persons with disabilities to access their goods and services
- What to do if a person is having difficulties accessing goods and services

Resources/Links

Customer Service**:** Link to Customer Service Standard of the AODA
Access Forward: Training manuals developed to help organizations comply with AODA regulations
Working Together: Videos about how the Ontario Human Rights Code relates to people with disabilities
Accessibility Works: Website providing small and medium businesses webinars, information sessions and toolkits for a better understanding of accessibility requirements
BIA Handbook on the Accessibility for Ontarians with Disabilities Act: Provides tips, best practices and resources to help Ontario's business improvement areas implement the AODA

Information and Communication

The Information and Communication Standard of the IASR aims at removing barriers that prevent one from gaining or receiving access to information and communication. As we know, communication and information can come in many, many forms and therefore this standard ensures that information provided to a person is accessible and can be accessed based on anyone's needs. It is important to remember that information *is not* just communicated through oral and written communication. The Information and Communication Standard sets out regulations in regards to issues surrounding:
- Accessible formats and communication supports
- Emergency procedure plans
- Accessible websites and content
- Training and educational resources and materials
- Accessibility awareness training for educators
- Producers of educational materials
- Libraries of educational institutions
- Libraries

The Information and Communication Standard works to ensure that all organizations and businesses create sources of information and communication that are in accessible formats which can be accessed in various ways, while also being open to receiving information and feedback in accessible ways. The Information and Communication Standard requires businesses and organizations to provide accessible formats of information and communication that they design or create regarding the services and supports that they provide, not necessarily making the product packaging or labels

accessible.

Accessible Ways to Present Information and Communication:

- Offer print resources in a variety of types including different colours, font sizes, or in Braille
  - Ex: Those with low vision may benefit from larger font sizes or high-contrast text such as yellow font on a black background
- Have electronic formats available for those who use screen readers, eye-gaze technology, etc.
- Have audio formats or materials available for those who may be blind or unable to read
- Have closed-captioned text transcripts of audio and visual media
- Have American Sign Language (ASL) or English as a Second Language (ESL) interpreter or translator services available at request
- Provide resources, letters, handouts and other materials that can be viewed on a person's Speech Generating Device (SGD) or re-create them using symbols or pictures to convey the information

Resources/Links

Information and Communication Standard e-law
Accessible Digital Office Project This site can help you create accessible office documents and choose accessible office applications for your organization.
How to Make Information Accessible to People with Disabilities
CK Accessible Document Manual

Employment

The Employment Standard requires all employers to ensure that all barriers are removed which could prevent an individual from obtaining, accessing and fully participating in the workplace. The Employment Standard only applies to paid employees, however the Guide to the IASR, 2014, highlights that all of the regulations can be applied to non-paid employees, volunteers and students. The Employment Standard sets regulations in regards to issues surrounding:
- Recruitment, assessment and selection
- Accessible formats and communication supports for employees
- Workplace emergency response information
- Documented individual accommodation plans
- Return to work processes
- Performance management
- Career development and advancement

- Redeployment

The IASR states that accommodations must be met for any individual to be able to apply for a job, and it should be noted in their job postings so that individuals can request if need be. Accommodations will be made that will allow an individual to be able to fully participate in the recruitment and assessment process based on their needs. People with disabilities will not be discriminated against in applying for jobs, as long as they meet the basic job requirements laid out in the job description i.e education, certification, etc. Employers will work directly with any hired person in order to ensure proper supports, resources, materials, etc. are in place that they will need in order to complete their job. This could range from obtaining special computer software such as a screen reader for someone who is blind, to having a wheelchair accessible office space. Employers will also ensure that emergency response plans are in place for those who may need assistance in the event of an emergency.

Resources/Links

Employment Standard e-law
Employer's Tool Kit Conference Board of Canada. Comprehensive resource designed to help organizations make their work places accessible to people with disabilities.
Handbook for Accessible Employment Retail Council. Short guide with checklists, samples and templates to help small organizations implement the accessibility standard for employment.

Transportation

The Transportation Standard sets out regulations to prevent and remove barriers from public transportation for all Ontarians and covers the following:
- Conventional transportation services such as buses and commuter trains
- Specialized transportation services designed for persons with disabilities
- Transportation services for school boards, hospitals, colleges and universities
- Accessible taxicab services
- Accessible bus stops and shelters
- Ferries

Accessible transportation is key if Ontario is to reach its goal of full accessibility by 2025. Accessible transportation gives everyone the ability to navigate their world. It opens up educational, employment and social opportunities to all persons on equal grounds. Without accessible transportation it will not matter whether buildings are accessible or that organizations have all their customer service policies in place. There will be those who will still not be able to access their services simply because they cannot get there.

Resources/Links

[Transportation Standard e-law](#)
[Accessible Transit Chatham-Kent](#)

Designing of Public Places

The [Designing of Public Spaces Standard](#) regulates technical requirements and the maintenance of:
- Recreational trails and beach access routes
- Outdoor public areas
- Outdoor play spaces
- Exterior paths of travel
- Accessible parking
- Obtaining services (service counters, fixed queuing guides, waiting areas, etc.)

All other accessibility requirements for built environments are covered under the [Ontario Building Code](#). It is also important to note that the Designing of Public Spaces Standard does not cover older buildings, only new constructs and environments under major renovation.

Resources/Links

[2008 Facility Accessibility Design Standard](#)

Conclusion

This document has been created as a resource/learning tool for those who serve on the Chatham-Kent Accessibility Advisory Committee and provide extensive, but not inclusive, information on current standards and practices of accessibility in Ontario. This is a living document and will require updates as new standards, practices and resources become available. For example, at the time of the publication of this manual new AODA standards regarding Education and Health Care were under development. These standards will need to be added once released. It is recommended that this document be reviewed and revised annually in September, to be completed and published in January
Creation Date Jan,2018

References

Accessibility Ontario (2016). *About the AODA*. Retrieved from the [Accessibility Ontario web site](#)

Inclusive Design Research Centre, OCAD University (2015). *Authoring techniques for accessible office documents: Microsoft word 2013.* [Accessible digital office document (ADOD) project.](#)

Ministry of Community and Social Services (2008). [*Guide: Accessibility standards for customer service, Ontario regulation 429/07. Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*](#).

Ministry of Community and Social Services (2014). [*A guide to the integrated accessibility standards regulation*](#).

[Accessibility Ontario. Resources](#)