

Accessibility for Ontarians with Disabilities Act

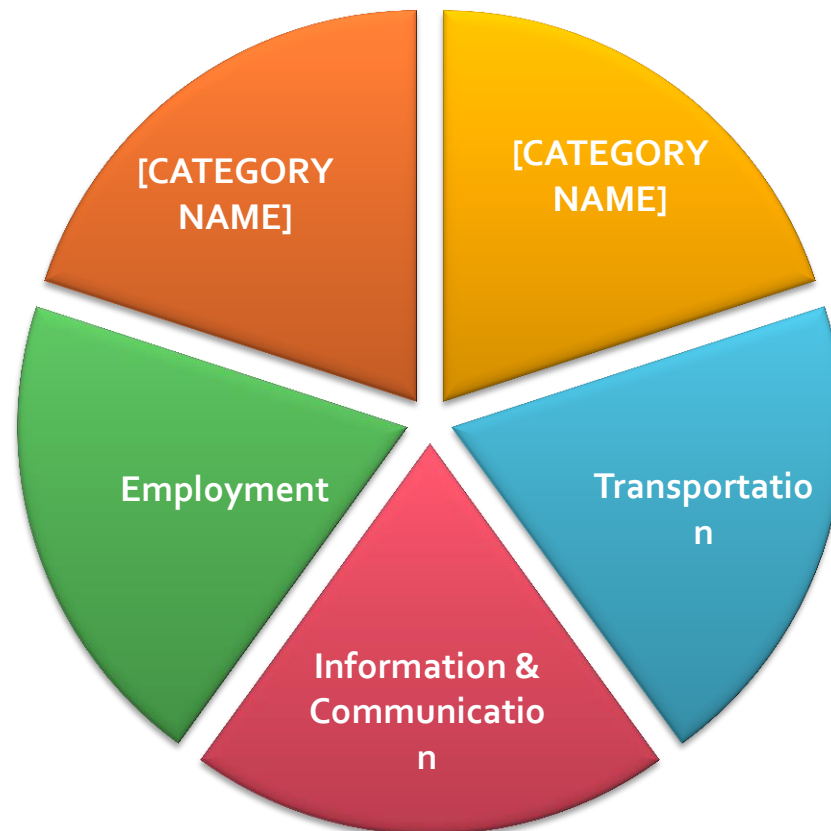
**Training Module for AODA
Accessible Customer Service and
Integrated Accessibility Standard Regulation
For Contractors**

March 2016

Joint Accessibility Advisory Committee of Lincoln, West Lincoln,
Pelham, Thorold, Niagara-on-the-Lake and Grimsby

The AODA

- The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) addresses the accessibility needs of people with disabilities through Accessibility Standards in the areas of:



Introduction

- This training module will outline expectations the City has in regards to accessible Customer Service and compliance with the AODA, 2005.
- It will assist you in understanding how accessibility affects the City and will clarify the impact of the *AODA* on how you provide goods and services to citizens with disabilities.

Course Summary

- Through the use of on-screen text modules this training will take approximately 30 minutes to complete.
- Throughout this training you will be asked some knowledge-based questions to confirm your understanding of the material. Your answers will not be recorded.
- When you have completed the training you will be prompted to submit a Statement of Completion. Your participation will be recorded for our training records.

Accessible Customer Service

The Basics of Accessible Customer Service

- The City is committed to providing excellent and accessible customer service to all our citizens. This means we are committed to:
 - ✓ Providing goods and services in a manner that respects the dignity and independence of persons with disabilities;
 - ✓ Listening to, being courteous to and treating all citizens with dignity and respect at all times;
 - ✓ Taking the initiative to understand the needs of each individual in order to provide effective and efficient service every time;
 - ✓ Identifying and preventing problem situations up front and proposing workable alternatives
 - ✓ Creating a barrier-free environment accessible for all

- Focusing on the Person First/Ask First Principle is the easiest way to ensure effective customer service.
- Simply put, focus on the person first, not their disability.
- Do not assume any individual needs assistance; offer if you think it is necessary, just as you would anyone else.
- Communicate directly to the individual, not to the support person or individual who may be accommodating the individual

- Use respectful language: it is more appropriate to say “person with a disability” rather than “disabled” person.
- Please do not use words like “handicapped”, “special needs” and “physically challenged”, “impaired”, “mute”.
- People with disabilities are people first and do not wish to be labelled.

Your Role in Accessible Customer Service

- As the first point of contact you set the stage for the service relationship
- You can assist people with disabilities to obtain, use and benefit from services



Ask Yourself...

- How would someone who cannot:
 - read this
 - or hear this or use spoken language
 - open the door to the building
- get to and use this?
- How can I make accessing this service, receiving this service, or dealing with this process easier?

Knowledge Check



Choose the appropriate answer:

Which of the following is included in Accessible Customer Service?:

- Taking the initiative to understand the needs of each individual
- Identifying and preventing problem situations up front
- Recognizing the right of people with disabilities to use their own assistive devices, service animals and support persons
- Notifying the public about planned and unplanned service disruptions
- All of the above



The correct answer is:

Which of the following is included in Accessible Customer Service?:

- Taking the initiative to understand the needs of each individual
- Identifying and preventing problem situations up front
- Recognizing the right of people with disabilities to use their own assistive devices, service animals and support persons
- Notifying the public about planned and unplanned service disruptions
- All of the above**

The Integrated Accessibility Standard

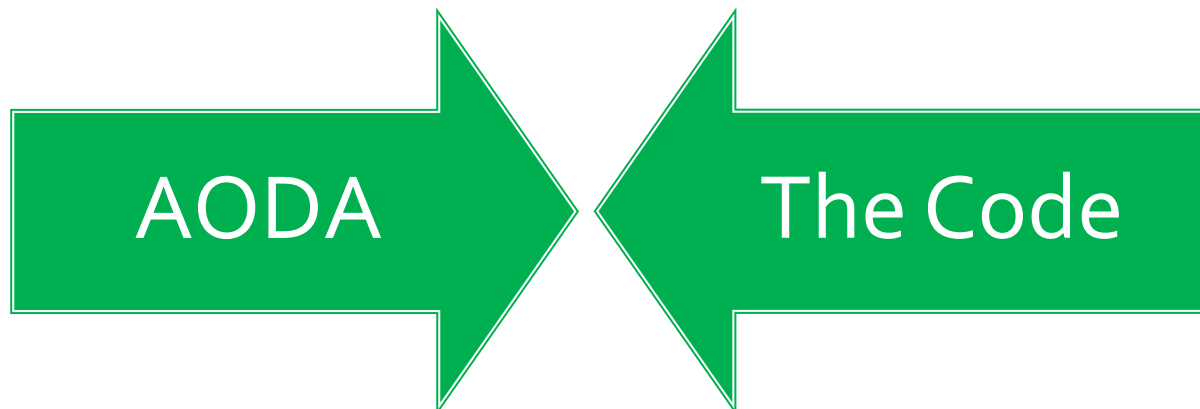
Ontario Regulation 191/11

The Integrated Accessibility Standard

- The *Integrated Accessibility Standards Regulation* (IASR) was regulated in July 2011
- The *IASR* combines several Accessibility Standards including:
 - Information and Communications
 - Employment
 - Design of Public Spaces

The AODA and the Ontario Human Rights Code

- The *Ontario Human Rights Code* (the Code) works together with the *AODA* to promote equality and accessibility. The *Code* states that people with disabilities must be free from discrimination where they work, live and receive services, and that their needs must be accommodated.
- The *AODA* establishes accessibility standards that organizations must meet. The human rights principles of the *Code* help to guide how these standards are to be met.



General Requirements

- Under the *IASR*, the City must also meet some general requirements including:
 - ✓ Include accessibility in our procurement policies and decisions and;
 - ✓ Train staff and contractors in the AODA Standards and the Ontario Human Rights Code as appropriate to their roles and responsibilities.



Accessible Procurement

- Incorporating accessibility criteria into purchasing practices is a requirement of the *IASR*.
- This may have a significant impact on preventing new barriers and addressing existing ones.
- The City has “accessibility checklists” available to assist you in addressing accessibility when making purchases.
- The checklists provide examples of accessibility criteria such as:
 - Can this equipment be used by someone in a seated position? or
 - Can this software be used by someone who is blind and uses screen reader technology?



True or False:

- The legislation requires the addition of accessibility criteria in our purchasing practices.
- **TRUE.** Accessibility requirements may be specified in new procurement. Checklists have been created to help you.



True or False:

- If we do not purchase accessible goods and services, we may be required to provide an explanation.
- **TRUE.** An explanation may be required upon request.

The Information and Communications Standard

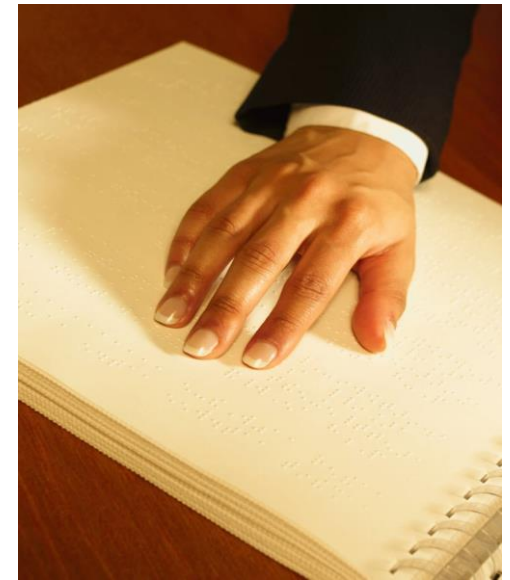
- The City has developed procedures to address:
 - Accessible formats and communication supports
 - Receiving and responding to feedback
 - Accessible websites and web content.

Accessible Formats and Communication Supports

- For people with disabilities, communicating and receiving information can be difficult if the information is not provided in an accessible format or accessible communication support.
- When a request is received, you must consult with the person to determine their accessibility needs.

What is an Alternate Format?

- Alternatives to standard print are often referred to as accessible or alternate formats
- Alternate Formats may include:
 - Large print
 - Clear text
 - Recorded audio and electronic formats
 - Accessible PDF
 - Braille or,
 - American Sign Language (ASL) translation.



What is an Accessible Communication Support?

- Methods used to help communication between people are referred to as communication supports. Accessible Communication Supports include:
 - Closed Captioning
 - American Sign Language (ASL)
 - Using plain language and
 - Alternative and Augmentative Communication Supports:
 - For example, relying on gestures, body language and facial expressions to convey messages or
 - Using tools or equipment to facilitate communication such as paper and pencil, communication boards and speech generating devices.

Providing Alternate Formats and Accessible Communication Supports

- We are required to provide alternate formats and accessible communication supports upon request.
- Depending on the nature of the good or service you are providing for the City:
 - You may be required to provide reports or other materials in alternate format upon request.
 - You may be required to provide accessible communication supports for public consultations upon request.

- The City has an Accessible Style Guide which outlines the municipality's commitment to, and expectation for, creating accessible documents.
- The Guide, provides guidelines for text design (font, space, colour), how to organize documents so they are easy to navigate and provides step-by-step guidance on how to create accessible documents in Word, PDF and Excel.
- If you receive a request for an alternate format or accessible communication support or you would like a copy of the Accessible Documents Guide, please contact the Clerks Department.

Receiving Feedback

- The City must be able to receive and respond to feedback in a way that is accessible to a person with a disability.
- Feedback might include information you receive through online surveys, forms, emails, letters, telephone surveys or enquiries, comment cards, or public consultation meetings.
- When asking for feedback, be prepared to receive and respond to this feedback in a format that works for a person with a disability.
- This may include arranging for alternate formats or communication supports upon request.

- We are also required to inform the public of the availability of alternate formats and communication supports upon request when we are soliciting feedback.
- Please ensure a short statement about the availability of alternate formats and communication supports is added to all public consultation methods (e.g. surveys, comment cards and public consultation forms).

Accessible Websites and Web Content

- A website is often a primary way to share information with the public – that’s why it’s important that the City’s website and web content are accessible.
- In order to achieve this, the City’s website must meet Web Content Accessibility Guidelines (WCAG 2.0). These guidelines address things like:
 - Writing web content in plain language
 - Providing alternate text for images
 - Ensuring someone can navigate a website with just a keyboard and
 - Ensuring documents placed on our website are formatted so they can be read by a screen reader.
- The City’s website already meets WCAG 2.0 Level AA requirements. New and or temporary content posted to the website must also meet these requirements.

Knowledge Check



True or False:

- Accessible formats may include braille, large print and electronic, audio files or American Sign Language (ASL).
- **TRUE.** Remember, it is important to consult with the person requesting the format.



True or False:

- We are required to inform the public of the availability of alternate formats and communication supports upon request when we are soliciting feedback.
- **TRUE.** This includes all public consultation methods.

The Design of Public Spaces Standard

O. Reg. 413/12

- The Design of Public Spaces Standard is the newest regulated accessibility standard
- The standard became effective in January 2016
- It applies to new construction or major renovations being designed for things such as:
 - Recreational trails
 - Outdoor public eating areas
 - Outdoor play spaces
 - Exterior paths of travel
 - Off-street/on-street parking
 - Service counters and
 - Waiting areas.

- Accessibility for elements related to buildings, for example, building entrances, washrooms and barrier-free paths of travel, are **not** addressed in this Standard but within the Ontario Building Code.
- The City will expect all goods, services and projects to comply with both the Design of Public Spaces Standard (O. Reg. 413/12) and the Ontario Building Code.

Ontario Building Code Changes

- New accessibility requirements under the Ontario Building Code came into effect on January 1, 2015.
- The purpose of these changes is to increase accessibility within the Code in a number of areas while working in consort with the newly released Design of Public Spaces Accessibility Standard.
- The changes impact new construction or projects involving extensive renovation only; no retrofits are mandated.

OBC: Accessible Path of Travel

- The use of detectable warning surfaces according to ISO Standard *23599 Tactile Walking Surface Indicators* including the use of guidance patterns, pedestrian crossing patterns and installation of warning surfaces in a barrier-free path of travel.
- OBC now requires main entrances to buildings to be accessible, including vestibules doorways.
- Every door that provides a barrier-free path of travel must be equipped with an automatic opener.
- Minimum clear space required at doors has been increased from 810 mm to 860 mm wide.

- Each storey be designed with basic accessibility features (lever door handles, barrier-free path of travel, ambulatory washroom stalls).
- Barrier-free access must be provided between all floors in a building (with a few exemptions).

OBC: Fire Safety and Public Pools

Fire Safety:

- The installation of visual fire alarms in washrooms, universal toilet rooms and public corridors when a fire alarm system is required to be installed.

Public Pools:

- Pool Decks must have a tactile surface around the pool edge in order to aid persons with no or low vision to locate the pool edge.
- Public Pools to have barrier-free entry points and ramps leading to pool decks and pool water.

OBC: Washrooms

- Fixture heights have been amended and are comparable with FADS requirements including:
 - Requiring L-shaped instead of angled grab bars beside toilets
 - The option of installing a fold-down grab bar that will allow for transfer space on both sides of the water closet and;
 - Minimum requirements for urinals in washrooms.

Universal Toilet Rooms

- Universal Toilet Rooms may be required in new construction
 - 1-3 Storeys in Building – 1 Universal Washroom
 - 4-6 Storeys in Building – 2 Universal Washrooms
 - Over 6 Storeys in Building – 3 Universal Washrooms plus 1 for each additional increment of 3 storeys in excess of 6 storeys
- Must have emergency call systems installed with both audible and visual signal.

Knowledge Check



The requirements of the Design of Public Spaces Standard and new Ontario Building Code apply to an organization in which of the following circumstances? Choose **all** that apply:

- A. When building new public spaces
- B. When making planned significant alterations to existing public spaces
- C. When undertaking regular maintenance activities designed to keep public spaces in good working order
- D. All of the above

Knowledge Check



The correct answer is:

- A. When building new public spaces**
- B. When making planned significant alterations to existing public spaces**
- C. When undertaking regular maintenance activities designed to keep public spaces in good working order
- D. All of the above

**This Concludes the Training
Module**

Thank you for your Participation

Statement of Completion

Please print and complete this page:

By signing this form, I, _____ confirm that I have completed the AODA Training Module for Accessible Customer Service and Integrated Accessibility Standard Regulation for Contractors.

Date of Completion

Signature

Date

Please submit this page to the Clerk's Department for our records. Thank you for your cooperation.