

# The Corporation of the Township of Tiny



## Integrated Accessibility Standards Regulation Training Booklet

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**Alternate accessible formats will be provided on request.**

**Please contact the Clerk's Department**

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The information contained within this training booklet applies to all Town employees, Township Council, volunteers and board and committee members.

If you have any questions or concerns relating to the information contained within or about the regulation, please contact:

**Accessibility Coordinator**

**Sue Walton**

**705-526-4204, Ext. 225**

# Introduction and Background



## Accessibility

What is accessibility? It simply means giving people of all abilities opportunities to participate fully in everyday life.

The Township of Tiny is committed to promoting independence, dignity, integration and equality of opportunity for persons with disabilities. Our goal is to make the Township workplaces accessible and welcoming environments where both employees and customers are accommodated, in a timely manner, to meet their needs.

The Accessibility for Ontarians with Disabilities Act was passed in 2005. Its goal is to make Ontario accessible for people with disabilities by 2025. This Act lays the framework for the development of province-wide mandatory standards on accessibility in all areas of daily life.

The Customer Service Standard, O. Reg. 429/07 was the first of five standards to become law as a regulation. Training has already been provided for the Customer Service Standard and continues to be provided to new employees, volunteers and third party agencies.

The Integrated Accessibility Standards Regulation (IASR), enacted in 2011, builds on the Accessibility Standard for Customer Service to help create a barrier-free Ontario. The IASR addresses barriers to people with disabilities in the following four areas:

- ◆ Employment
- ◆ Information and Communications
- ◆ Transportation
- ◆ Design of Public Spaces

## Compliance Dates

The dates for compliance of the IASR depend on the size and type of organization. The Township of Tiny is a **large designated public sector organization** as we have more than 50 employees.

The Township's Integrated Accessibility Standards Regulation Policy (AAC-003) outlines the various compliance deadlines and how the municipality intends to meet the compliance requirements.

One of the compliance requirements includes the provision of training on the IARS and the Ontario Human Rights Code.

## Who needs to be trained?



The following individuals need to be trained by January 1, 2014:

- ◆ All existing and new employees and volunteers.
- ◆ All persons who participate in developing the organization's policies.
- ◆ All other persons who provide goods, services or facilities on behalf of the organization.

## General Requirements of the Integrated Accessibility Standards Regulation

The Township must meet "general requirements" to comply with the IASR. This includes:

- a) Writing an accessibility policy on how we will govern and achieve accessibility.

**The Township has met this requirement through the development of its Integrated Accessibility Standards Policy – ACC-003.**

- b) As a large public sector organization, we must also have a multi-year accessibility plan in place that includes strategies on how to remove and prevent barriers.

**The Township's Multi-Year Plan (2012-2015) was adopted by Council on November 26, 2012.**

- c) Incorporating accessibility criteria when procuring or acquiring goods, services or facilities.

**As per By-law 12-100, the Township encourages the procurement of goods and services with due regard to the product or service being accessible to people with disabilities except where it is not practical to do so. In the event that it is not practical to incorporate accessibility criteria and features when procuring or acquiring goods, services and facilities, the Township shall provide, upon request, an explanation.**

- d) Incorporate or consider accessibility features for self-service kiosks.

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

**The Township must consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks.**

## Information and Communications

What does it mean to make information accessible? Making information accessible means considering the needs of people with disabilities.

People inside and outside our organization communicate and share information about the goods and services we provide. When requested, the information and communication must be provided in an accessible manner to people with disabilities.

Alternatives to standard print are often referred to as accessible formats and ways to help communicate 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 support depending on the accessibility needs of the person and the capability of our organization to deliver.

Accessible formats and communications supports must be provided in a timely manner and at a cost that is not more than the regular cost charged to other people.

Examples of alternate formats and communication supports include:

- Reading written information to a person directly
- Large print
- Text transcripts of audio or visual information
- Handwritten notes instead of spoken word
- Information written in plain language
- An electronic document formatted to be accessible for use with a screen reader

Tips on providing accessible formats:

### 1. Ensure Electronic Version is Accessible

**Use Microsoft Headings** – allows individuals with screen readers to navigate through the document and ensures consistency.

#### **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.

## 2. Follow Clear Writing Principles

- Use short sentences.
- Avoid unnecessary words.
- Action in your verbs.
- Write as you talk.
- Tie in with the reader's experience.
- Write to express, not to impress.

## 3. Follow Clear Print Guidelines

It is important to keep clear print guidelines in mind when developing information (letters, emails, flyers, signage, documents, forms, business cards, agendas, minutes and website).

- Black and white is best.
- Keep text large, between 12 and 18 font size.
- Use bold with filled boxes.
- Use a sans serif font (Arial is our Corporate standard).
- Do not use all caps.
- Do not use italics.
- Appropriate use of spacing.

### Examples:



Each of the written statements above are identical. The statements written in a sans serif font (such as Arial or Verdana) are significantly easier to read.

More examples follow.

Use upper and lower case characters. Do not use all CAPS

**X MARY RIDES HER BIKE TO SCHOOL** (All CAPS)

✓ **Mary rides her bike to school** (Upper & lower case)

Do not use *italics*

**X *Mary rides her bike to school*** (Arial Italics)

✓ **Mary rides her bike to school** (Arial – no italics)




Ensure spacing between each letter

**X loan** (Agency – font size 36)

✓ **loan** (Verdana – font size 36)

#### 4. Colour Contrast

- Use **high contrast colours** for text and background.
- Printed materials are most legible in **black and white**.
- Do not use colour as your only means of communication.
- Reduce distractions by not using watermarks or complicated background designs.

	<b>X</b>	Blue on Black is Incorrect
	✓	White on Black is Correct
	✓	Black on Yellow is Correct

Other requirements under the Information and Communications Standard include the following:

- Accessible websites.
- Accessible education and training resources.
- Provision of accessible formats upon request for publicly available emergency procedures, plans and public safety information. Real-time emergency information (such as announcements and alarms) is not included in this requirement.

## Employment Standard

The Employment Standard assists the Township in making its recruitment, hiring and retention of employees more accessible to potential and existing employees with disabilities.

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.

The requirements apply to paid employees and do not apply to volunteers and other non-paid individuals.

Other requirements under the Employment Standard include the following:

- Informing employees of policies used to support employees with disabilities, including but not limited to accommodation plans.
- Providing accessible formats and communications supports to employees upon request.
- Providing notification during recruitment of the availability of accommodations for applicants with disabilities.
- Provision of workplace emergency response information to employees with disabilities.
- Provision of return to work process for employees who have been absent from work due to a disability and require disability-related accommodations.
- Performance management, career development and advancement and redeployment must take into consideration the accessibility needs of employees with disabilities.

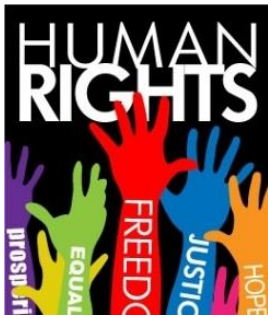
The Township has the following policies and processes in place to address these requirements:

- **Individualized Workplace Emergency Response Information Process (ACC-002)**
- **Individualized Accommodation Plan Process (ACC-004)**
- **AODA Employment Standard/Employment Procedures (ACC-005)**
- **Early and Safe Return to Work Procedure (HS-P-WS-102)**

These documents are available on the Employee Resource Website and available upon request through the Clerk's Department.



## Human Rights Code



The Ontario Human Rights Code provides for equal rights and opportunities and freedom from discrimination. The Code recognizes the dignity and worth of every person in Ontario and prohibits discrimination in employment on the grounds of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability.

The Code protects people from discrimination because of past, present and perceived disabilities.

Customers, clients and tenants with disabilities also have the right to equal treatment and equal access to facilities and services.

For more information on the Ontario Human Rights code visit [www.ohrc.on.ca](http://www.ohrc.on.ca).

## Transportation Standard

The Transportation Standard sets out the requirements that will prevent and remove barriers to public transportation to make it easier for people to travel within Ontario. This standard outlines requirements for transportation service providers.

It applies to conventional transportation and specialized transportation, school boards, taxis, ferries, etc.

Although the Transportation Standard does not impact the Township at this time, it is important to be aware of it in the event the municipality offers public transportation in the future.

## Design of Public Spaces

Accessible public spaces make it easier for people with disabilities to move through and use the environment. The requirements of the standard are divided into seven sections:

1. Recreational trails and beach access routes.
2. Outdoor public use eating areas, like those found at rest stops or picnic grounds.
3. Outdoor play spaces.
4. Exterior paths of travel (sidewalks or walkways) and their associated elements, such as ramps, stairs, curb ramps, rest areas and accessible pedestrian signals.
5. Accessible off-street and on-street parking areas.
6. Service related elements (service counters, fixed queuing guides and waiting areas).
7. Maintenance planning.

The Design of Public Spaces 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.

## Moving Forward

So how does this relate to me? At the Township of Tiny we encourage everyone to:

- › Provide information and communicate in an accessible manner.
- › Make sure documents, emails, websites and other forms of information are created keeping in mind accessible formats.
- › Welcome and create employment opportunities for people with disabilities.
- › Encourage employees to self-identify disabilities in order to get the help they may need to do their job in the most productive and efficient manner.
- › Ensure we incorporate accessibility criteria when planning for the future.

It's important for all employees, Township Council, volunteers, committee members and anyone who provides goods, services and facilities on behalf of the municipality to be aware of the Township's commitment to accessibility. It's the right thing to do!

Some of the Integrated Accessibility Standards may be more applicable to your role with the municipality than others. However, an overall understanding of Integrated Accessibility Standards Regulation and how it impacts the municipality is important as we move forward in meeting our requirements under the Accessibility for Ontarians with Disabilities Act.





## Integrated Accessibility Standards Regulation and Ontario Human Rights Code

### Validation of Understanding

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I have read and understand the Accessibility for Ontarians with Disabilities Act (AODA) training booklet for the general purpose of training on the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code.

I understand that the Township of Tiny has implemented the following policies/plans to assist the organization in meeting the requirements of the AODA:

- Multi Year Accessibility Plan (2012-2015)
- Individualized Workplace Emergency Response Information Process (ACC-002)
- Integrated Accessibility Standards (ACC-003)
- Individualized Accommodation Plan Process (ACC-004)
- AODA Employment Standard/Employment Procedures (ACC-005)
- Early and Safe Return to Work Procedure (HS-P-WS-012)

I acknowledge that I have access to these documents through the Township's website and/or the Employee Resource website, or upon request through the Township's Accessibility Coordinator.

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Print Name

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Company Name

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Signature

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Date