

# Making Ontario Accessible by 2025

Training on the  
Integrated Accessibility Standard Regulation

# Overview

- Accessibility in Ontario
- Legislative Background
- AODA Standards
- What we need to do to comply with the IASR Standard and timelines for implementation:
  - General Requirements
  - Information and Communication
  - Employment
  - Transportation
  - Design of Public Spaces
- Policies and Multi-Year Accessibility Plan
- Concluding remarks

# Accessibility in Ontario

- Approximately 1.8 million Ontarians (15.5%) have some form of disability
- Fort Erie's population is 30,000 – that means 4,650 residents have some form of disability
- As the population ages, it is expected that the number of Ontarians with a disability will increase, as will the need for accessibility in all areas of our every day life.
- In 2036 approximately 20% of people in Canada will have some form of disability
- Canadians with disabilities have spending power estimated between \$21 and \$25 billion a year

- ***Human Rights Code*** – Duty to accommodate
- ***Ontarians with Disabilities Act, 2001 (ODA)***

Purpose: To improve opportunities for people with disabilities by identifying and removing barriers to full participation.

Under the ODA a municipality must:

- Develop an annual accessibility plan
- Consult with people with disabilities to develop a plan
- Make plans available to the public
- Have an Accessibility Advisory Committee

## ■ ***Accessibility for Ontarians with Disabilities Act, 2005 (AODA)***

Purpose: To achieve a fully accessible Ontario by 2025.

How is this achieved: By developing accessibility standards, enforcing the standards and applying the legislation to both public, broader public and private sector organizations.

### **Five Standards Developed**

1. Customer Service
2. Information and Communication
3. Employment
4. Transportation
5. Design of Public Spaces



Integrated  
Accessibility  
Standard

**Ontario Regulation 429/07 was approved July 2007.**

Municipalities had to comply by January 1, 2010 and the Private Sector by January 1, 2012

**Requires:**

- ✓ Accessible customer service policy, procedures and practices be put in place including the provision of alternate communication methods, service animals, support persons and assistive devices
- ✓ Staff training
- ✓ A feedback method
- ✓ Notice of service disruption

# Integrated Accessibility Standard

**Ontario Regulation 191/11 was approved on June 3, 2011 and amended on December 14, 2012 to include Ontario Regulation 413/12 .**

The legislation sets out compliance requirements for some of the most important aspects of people's lives:

- ✓ General Requirements
- ✓ Information and Communication
- ✓ Employment
- ✓ Transportation
- ✓ the Design of Public Spaces

It's important to note that the standards do not replace requirements established under the Ontario Human Rights Code to accommodate persons with disabilities to the point of undue hardship.

# Integrated Accessibility Standard – General Requirements

- Develop, implement and maintain accessibility policies (by January 1, 2013)
  - Statement of Organizational Commitment – meet needs of people with disabilities, written document, made available to the public and available in an accessible format (By-law No. 128-12 adopted the Town’s overarching Accessibility Policy)
  
- Develop multi-year accessibility plans
  - Available in alternative formats upon request, posted to web-site, prepare an annual status report on progress and post status report on website
  
- Incorporate accessibility when procuring goods, services and facilities
  - Except where not practicable to do so – provide an explanation why not incorporated, upon request
  
- Making self-service kiosks accessible (interactive, electronic terminal for public use)
  - Incorporate accessibility features when designing or acquiring self serve kiosks
  
- Training
  - All employees, volunteers and those developing policies; all other persons who provide goods, services or facilities on behalf of The Corporation. Section 7 of the Regulation requires training specific to the Ontario Human Rights Code



- ***Human Rights Code*** – Duty to accommodate
  - The Code has primacy (meaning that Ontario laws, with few exceptions, have to follow the Code).
  - The goal of the Code is to *provide for equal rights so as to create a climate of respect where everyone feels part of the community and can contribute fully.*
  - The Code says people with disabilities must be free from discrimination where they work, live and receive services, and their needs must be accommodated.
  - The Code and the AODA work together in various ways to promote equality and accessibility; however, they have some important differences:
    - Under the Code, when a person with a disability needs accommodation, there is a duty to accommodate. The Code applies to all Ontario organizations regardless of type and size. This includes “owner-operator” organizations without employees. It also covers volunteers and unpaid workers. The AODA sets accessibility standards that organizations must meet and applies to all organizations with one or more employee in Ontario. The AODA requirements depend on an organization’s type (public, private, and not-for-profit) and size.

# Integrated Accessibility Standard - Information and Communication

- Make feedback accessible – ensure process for receiving and responding to feedback is accessible (upon request) and notify public that it is available
- Make information accessible to the public (data, facts and knowledge that exists in any format – text, audio, digital or images that convey meaning)
  - In a timely manner that takes into account the person's accessibility needs due to their disability
  - At a cost no more than regular costs to others
  - Consult with person regarding suitability of an accessible format or communication support
  - Notify public re availability

**Communication:**  
**Interaction between two or more  
persons - provided, sent or received**

# Integrated Accessibility Standard - Information and Communication

- Make emergency information accessible to the public, upon request and as soon as is practicable (by 2012)
- Make websites accessible:
  - Website (new site and content) – NEW – 2014 – Internet and Intranet Web Content Accessibility Guidelines (WCAG) 2.0, Level A
  - Websites and Content by 2021 – all internet websites and web content WCAG 2.0, Level AA
- Make educational materials and training resources accessible
- Public Libraries – provide access to or arrange for accessible materials (where they exist)

# Integrated Accessibility Standard - Employment Requirements

## (Large Public Sector – 2014)

- To promote hiring of people with disabilities and encourage employees to disclose
- Applies to paid employees and does not apply to volunteers and other non-paid individuals (ie. Committee members)
  1. **Recruitment**
  2. **Assessment**
  3. **Selection**
  4. **Retention**

The “**Accommodation in Employment**” Policy Directive describes the accommodation procedures available to employees and applicants with disabilities to enable their full participation in employment activities.

# Integrated Accessibility Standard - Transportation Requirements

## Conventional and Specialized Transportation Services:

- The standard has several requirements that apply to both conventional and specialized transit including making information on accessibility equipment, emergency plans and features of vehicles, routes and services available to the public
- Cannot charge a fare to a support person when the person with a disability requires a support person to accompany them on conventional or specialized transportation service

Conventional Transit	Specialized Transit
<ul style="list-style-type: none"><li>■ Provide clearly marked courtesy seating for people with disabilities</li><li>■ Do not charge people with disabilities a higher fare than people without disabilities, and do not charge for storing mobility aids or mobility assistive devices, such as wheelchairs or walkers (also includes taxi services)</li><li>■ Technical requirements for lifting devices, steps, grab bars/handrails, floor surfaces, lighting, signage, etc.</li><li>■ Providing verbal and visual announcements of routes and stops on vehicles</li><li>■ Duties of Municipalities, general (construct, renovate or replace bus stops or shelters)</li></ul>	<ul style="list-style-type: none"><li>■ Develop an eligibility application process including an independent appeal process</li><li>■ Charge fares that are no higher than the fares charged for conventional transit where they are both operated by the same service provider (fare parity)</li><li>■ Provide the same hours and days of service as those offered by conventional transit where they are both operated by the same service provider</li></ul>

# Integrated Accessibility Standard - Transportation Requirements

## OTHER Transportation Requirements:

- **Public school boards** that provide transportation services for students must provide integrated accessible school transportation services when possible. When that is not possible, or it is not the best option for a student because of the nature of their disability or safety concerns, then the school board must provide appropriate alternative accessible transportation services.
- **Hospitals, Colleges and Universities** – when requested, hospitals, colleges and universities that provide transportation services must provide accessible vehicles or equivalent services.
- **Municipalities that licence taxi cabs** must ensure that owners and operators of taxicabs do not charge higher fares or additional fees to a passenger with a disability. Every municipality must consult with the public to determine the proportion of accessible taxis required in the community. (The Region of Niagara licences all taxi cabs for the region and has confirmed that Fort Erie is allotted three accessible taxi cabs).
- **Ferries** – the standard outlines requirements for ferries that operate only within Ontario and provide passenger transportation and weigh 1,000 tonnes or more.

# Design of Public Spaces

The goal of the Accessibility Standard for the Design of Public Spaces is to remove barriers in public spaces specific to:

- recreational trails, beach access routes, boardwalks and ramps
- outdoor public use eating areas, outdoor play spaces
- exterior paths of travel
- accessible parking
- obtaining services – service counters, fixed queuing guides, waiting areas
- maintenance of accessible elements

The standard for public spaces **only** apply to new construction and planned redevelopment with a compliance date of January 1, 2016.

# Changes to the Ontario Building Code

Barrier-free design requirements have been part of Ontario's Building Code since 1975.

Amendments to Ontario's Building Code were released (O. Reg. 368/13) on December 27, 2013 that will amend the new 2012 Building Code (O. Reg. 332/12).

The amended requirements will substantially enhance accessibility in newly constructed buildings and existing buildings that are to be extensively renovated.

The effective date of the amendment is January 1, 2015.



# Timelines for Compliance with Accessibility Standards

**Broader  
Public Org.  
50+  
employees**

## 2011

### Transportation

- Fares (equal fares for persons with/without disabilities)
- Pre-boarding and Ob-board announcements (verbal)
- Non-functioning accessibility equipment
- Origin to Destination services
- Storage of mobility aids (no charge)

## 2012

### Information and Communications

- Emergency and public safety information

### Employment

- Workplace emergency information

### Transportation

- Transit stops
- Storage of mobility aids
- Companions and Children
- Availability of information on accessibility equipment
- General responsibilities
- Emergency preparedness and response
- Courtesy seating

## 2013

### General Requirements

- Policies
- Accessibility Plans
- Procuring or acquiring goods, services or facilities
- Kiosks

### Information and Communications

- Educational/training resources/materials
- Training to educators
- Public libraries

### Transportation

- Accessibility Plans
- Coordinated services
- Service disruptions
- Visitors
- Fare Parity (within same provider)
- Alternative accessible method of transportation
- Hours of service (within same provider)
- Service delays
- Duties of municipalities (bus stops/shelters)
- Fares (payment options)

## 2014

### General Requirements

- Training

### Information and Communications

- Accessible feedback processes
- New internet websites and web content on those sites must conform with WCAG 2.0 Level A

### Employment

- Recruitment
- Employees returning to work
- Employee accommodation
- Performance management, career development and deployment

### Transportation

- Training
- Trip restrictions
- Fares, support persons
- Eligibility application process (existing)
- Booking
- Emergency or compassionate grounds

## 2015

### Information and Communications

- Accessible formats and communication supports

## 2016

### Design of Public Spaces

- Recreational Trails and Beach Access Routes
- Outdoor Public Use Eating Areas and Play Spaces
- Exterior Paths of Travel
- Accessible Parking
- Obtaining Services

## 2017

### Transportation

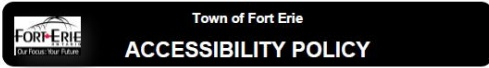
- Pre-boarding and on-board announcements (electronic)
- Categories of eligibility

## 2021

### Information and Communications

- All internet websites and web content on those sites must conform with WCAG 2.0 Level AA, excluding live captioning and audio description

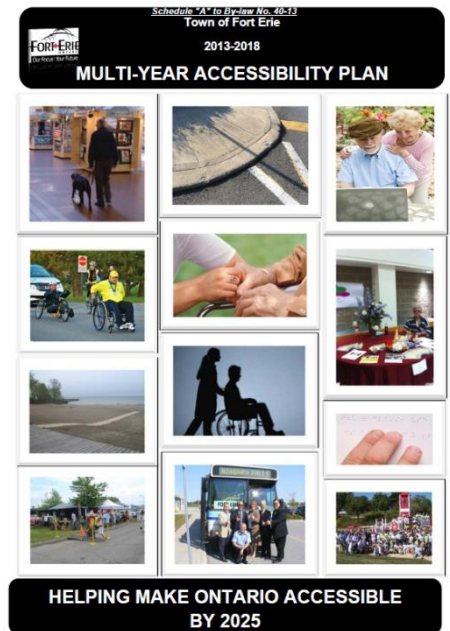
# Policies and Multi-Year Accessibility Plan



By-law No. 128-12 adopted the Town of Fort Erie's Accessibility Policy.

By-law No. 40-13 adopted the Town of Fort Erie's 2013-2018 Multi-Year Accessibility Plan. This by-law was the first multi-year plan required under the AODA and included consultation with persons with disabilities, the public and consultation with the AAC.

Both documents are available on the Town's website – click on Accessibility.



In closing, just remember that everyone deserves to be part of their community – to work, to play, to learn, to travel, to flourish. By making Ontario accessible we will all have that opportunity.

***We are all  
the same  
different people!***