

# **Integrated Accessibility Standards Regulation (IASR): A Training Booklet for Abilities Centre**

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## About the Accessibility for Ontarians with Disabilities Act, 2005 and the Integrated Accessibility Standards Regulation

In 2005, the Government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA). Its goal is to make Ontario accessible by 2025. Accessibility standards are being created as regulations under the AODA. These standards are rules that businesses and organizations in Ontario must follow to identify, remove and prevent barriers so that people with disabilities will have more opportunities to participate in everyday life. Standards are being created in key areas of daily life. The Customer Service Standard was the first accessibility standard to become law. The next four standards were combined under one regulation called the Integrated Accessibility Standards Regulation or IASR. The IASR is now law. The four standards are:

1. **Information and Communications,**
2. **Employment,**
3. **Transportation, and**
4. **Design of Public Spaces**

### Compliance

Who has to comply with the regulation?

**Every business and organization operating in Ontario that:**

- Provides goods, services or facilities to the public or other organizations, and
- Has at least one employee in Ontario.

**Abilities Centre must meet compliance with the Training requirements of this regulation, for existing staff by January 1, 2015. As of the last review of the document, Abilities Centre is in compliance.**

## **General Requirements:**

In addition to setting out the requirements for each of the four standards — Information and Communications, Employment, Transportation and Design of Public Spaces — the IASR includes general requirements that apply across all four standards.

### **Training**

Abilities Centre must provide training on the requirements of the regulation as it relates to a person's duties – and on the Ontario Human Rights Code as it relates to people with disabilities.

### **Accessibility policies**

Abilities Centre has developed accessibility policies describing what the organization does, or intends to do, to meet the requirements of the regulation. These policies serve as rules that guide the organization's everyday practices. The policy must be publicly available, and in an accessible format on request.

### **Accessibility plan**

Abilities Centre has established an accessibility plan that outlines the steps that the organization will take to prevent and remove barriers to accessibility and how the requirements of the regulation will be met. The plan will be reviewed and updated at least every five years.

### **Self-service kiosks**

A self-service kiosk is an interactive electronic terminal, such as a point-of-sale device used at a grocery store checkout or for parking or fare payment. People with disabilities should be able to use a self-service kiosk as independently and securely as possible. At this time Abilities Centre does not have self-service kiosks that fall into this category; however, the organization has a single information-service kiosk (installed in anticipation of TO2015 Parapan Am Games) that incorporates accessibility criteria and features. Abilities Centre will also incorporate accessibility

when designing, procuring or acquiring self-service kiosks at any point in the future.



### **Information and Communications Standard:**

In the information age, we all rely on easy access to information. The Information and Communications Standard outlines how organizations will be required to create, provide and receive information and communications in ways that are accessible for people with disabilities.

#### **Accessible formats and communication supports**

When a request is received, Abilities Centre must consult with the person and provide information and communications appropriate to his or her accessibility needs. The organization has the flexibility to determine the most appropriate accessible format or communication support depending on the accessibility needs of the person and the capability of the 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.

## Accessible websites and web content

Abilities Centre must conform to the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0, as outlined in the standard:

- By **January 1, 2014**, all new Internet websites and web content on organization sites must conform to WCAG 2.0 Level A – the most basic level of accessibility.
- By **January 1, 2021**, all Internet websites must conform to WCAG 2.0 Level AA. **As of the last review of the document, Abilities Centre is in compliance.**



## Employment Standard:

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. The standard requires employers to have processes in place to determine an employee's accommodation needs, and it addresses key processes in the life cycle of a job. Requirements apply only to paid employees, not volunteers and non-paid individuals.

## Informing employees of supports

Abilities Centre must inform all employees, both new and existing, of the organization's 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 should they acquire a disability later in their career.

### **Recruitment, assessment or selection process**

When planning Abilities Centre's accessible recruitment process, there are three requirements to follow:

- When advertising job positions, notify employees and the public that accommodations for job applicants with disabilities are available on request for the organization's recruitment process.
- When inviting job applicants to participate in the selection process, inform them that accessibility accommodations are available on request for interviews and other selection processes.
- When offering a job to successful applicants, inform them of Abilities Centre's policies on accommodating employees with disabilities.

### **Accessible formats and communication supports for employees**

Once hired, employees may request accessible formats and communication supports for information required to perform their job and information generally available to all employees. Abilities Centre must consult with employees to determine their accessibility needs and how best to accommodate them.

### **Workplace emergency response information**

Abilities Centre must provide individualized workplace emergency response information to employees with disabilities if their disability makes it necessary and if the organization is aware of the employees' need. With the employees' consent, the organization must ensure the information is shared with anyone designated to assist them in an emergency.



### **Documented individual accommodation plans**

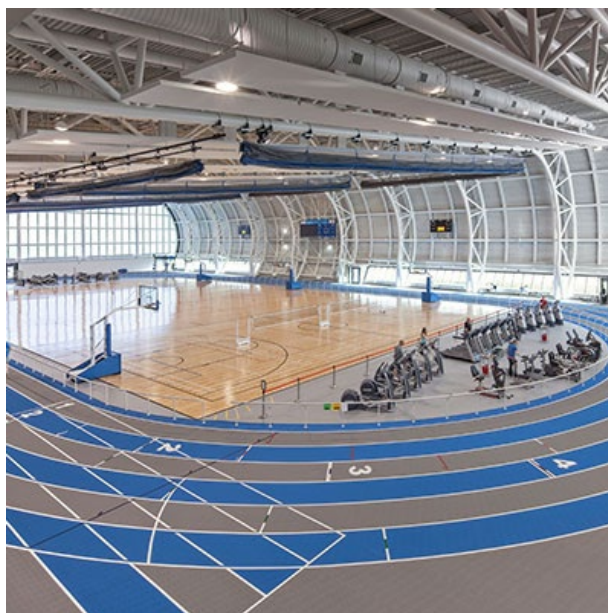
Abilities Centre must have a written process to document individual accommodation plans for employees with disabilities. This will help the organization have a clear and consistent approach for accommodating employees with disabilities.

### **Return to work process**

Abilities Centre must develop a process that supports employees who have been absent due to a disability and require disability-related accommodations when they return to work. The return to work process does not replace or override any other return to work processes created under any other law.

### **Compliance deadlines for the Employment Standard**

Requirement deadlines of the Employment Standard must all be met by **January 1, 2016**. The only exception is the **January 1, 2012** deadline for the workplace emergency response information. **As of the last review of the document, Abilities Centre is in compliance.**



## **Design of Public Spaces Standard:**

The Design of Public Spaces Standard establishes requirements for identifying, removing and preventing barriers, principally physical and information barriers, in newly constructed or significantly renovated public spaces such as sidewalks and parking lots.

### **Exterior Paths of Travel**

The accessibility requirements to exterior path of travel apply to outdoor sidewalks, parking lots or walkways designed for pedestrian travel that serve a functional purpose and are not intended to provide a recreational experience.

### **Accessible Parking**

The accessibility requirements for accessible parking include the design and number of parking spaces in off-street parking areas, and on-street parking.

### **Obtaining Services**

The accessibility requirements for obtaining services in respect of service counters, fixed queuing guides and waiting areas apply whether the services are obtained in buildings or out-of-doors.

### **Maintenance**

This requirement is to ensure accessibility-related equipment and features are maintained.

### **Compliance Deadlines for the Design of Public Spaces Standard**

Requirement deadlines of the Design of Public Spaces Standard must all be met by **January 1, 2017**. As of the last review of the document, Abilities Centre is in compliance.



## Human Rights Code and the Duty to Accommodate:

The Ontario *Human Rights Code* (the *Code*) provides for equal rights and opportunities, and freedom from discrimination. The *Code* recognizes the dignity and worth of every person in Ontario and that includes people with disabilities. It applies to the areas of employment, housing, facilities and services, contracts; and membership in unions, trade or professional associations. At work, employees with disabilities are entitled to the same opportunities and benefits as people without disabilities. In some cases, they may need special arrangements or “accommodations” so they can do their job duties.

Customers, clients and tenants with disabilities also have the right to equal treatment and equal access to facilities and services. Examples of facilities and services are restaurants, shops, hotels and movie theatres, as well as apartment buildings, transit and other public places.

Public and private education providers must also make sure their facilities and services are accessible, and that students with disabilities are accommodated.



### **The duty to accommodate**

Even when facilities and services are designed as inclusively as possible, organizations may still need to accommodate the individual needs of some people with disabilities. Under the *Code*,

unions, landlords and service providers have a legal “duty to accommodate” persons with disabilities. The goal of accommodation is to allow people with disabilities to equally benefit from and take part in services, housing or the workplace.

Accommodation is a shared responsibility. Everyone involved, including the person asking for accommodation, should work together to exchange relevant information and look for accommodation solutions. There is no set formula for accommodating people with disabilities. Even though some accommodations can benefit many people, organizations still need to consider individual needs each time a person asks to be accommodated.

### For more information

- To view training videos related to the Integrated Accessibility Standards:  
[www.accessforward.ca](http://www.accessforward.ca)
- To read the full Integrated Accessibility Standards Regulation:  
[http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/other\\_standards/index.aspx](http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/other_standards/index.aspx)
- Ontario Accessibility Directorate: [www.accesson.ca](http://www.accesson.ca)
- [Policy and Guidelines on Disability and the Duty to Accommodate](#) and [Human Rights at Work](#) brochure follow the rights and obligations included in the United Nations Convention on the Rights of Persons with Disabilities (CRPD). For more information, visit [www.un.org/disabilities](http://www.un.org/disabilities).
- To file a complaint – called an application – contact the Human Rights Tribunal of Ontario.  
Toll Free: 1-866-598-0322      TTY Toll Free: 1-866-607-1240  
Website: <http://www.hrto.ca>
- If you need legal help, contact the Human Rights Legal Support Centre:  
Toll Free: 1-866-625-5179      TTY Toll Free: 1-866-612-8627  
Website: <http://www.hrlsc.on.ca>



## Appendix I: Checkpoint

Please select True or False for each of the statements below, sign the acknowledgement at the bottom of the sheet and detach. Please forward this sheet to Human Resources

Abilities Centre has responsibilities under the Integrated Accessibility Standards Regulation.

True   or    False

“Disability” covers a wide range and degrees of conditions, some visible and some not.

True   or    False

Website accessibility is now standardized and we must meet specific deadlines.

True   or    False

“Accessible employment” includes the process from recruitment to return to work and beyond.

True   or    False

I acknowledge that I have taken and understood the training on the Integrated Accessibility Standards Regulation and the responsibilities of Abilities Centre.

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Name

Signature

Date

**Please return this page to Abilities Centre Human Resources**