Accessibility for Ontarians with Disabilities Act (AODA)

'Integrated Accessibility Standards Regulation' (IASR):

Training Booklet

for Employees and Volunteers

NOTE: a computer with internet access and a printer

are required to complete this training.

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About the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and

the Integrated Accessibility Standards Regulation (IASR)

In 2005, the Government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA). Its goal is to make Ontario accessible by 2025, by creating and enforcing accessibility standards.

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 address key areas of daily life, such as customer service, information and communications, employment as well as areas of transportation and design of public spaces.

The five standards are contained in one regulation under the AODA called the 'Integrated Accessibility Standards Regulation', also known as IASR. The IASR is now law.

COMPLIANCE

Who has to comply with the regulation?

Every business and organization operating in Ontario that:

- provides good, services or facilities to the public or other organizations, and
- has at least one employee in Ontario.

When does the Manor Park Community Council (MPCC) have to comply with the regulation?

The requirements were phased in between 2011 and 2021. Today the MPCC must report compliance to the province every three years or face penalties.

OUR STATEMENT OF COMMITMENT:

The Manor Park Community Council (MPCC) is committed to giving people with disabilities the same opportunities to access and benefit from our services as others, and to provide services while respecting their dignity and independence.

We believe in integration, and are committed to meeting the needs of people with disabilities in a timely manner by removing and preventing barrier to accessibility and meeting our accessibility requirements under Ontario's accessibility laws.

If you have not completed training for the 'Customer Service Standard' for AODA

– please see your Supervisor to complete the 'Customer Service Standard' before continuing.

ONTARIO HUMAN RIGHTS CODE (Code)

A video-based training module on the Code as it relates to people with disabilities was developed to address the requirement under Section 7 of the IASR.

Please view this training module before continuing:
http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda

Ensure that you select the 'Certificate Version' of training!

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GENERAL REQUIREMENTS

In addition to setting out the requirements for each standard, the IASR includes general requirements that apply across all the standards in the regulation.

Here are the general requirements:

1. **Training**

The MPCC must provide training on the requirements of the standard regulations as they relate to a person's duties – and on the Ontario Human Rights Code as it relates to people with disabilities.

The MPCC must train:

- all existing and new employees and volunteers
- people who participate in developing our organization's policies
- other people who provide goods, services or facilities on the MPCC's behalf

In addition, training must be provided when our accessibility policies change.

The MPCC is required to keep a record of all training.

Compliance deadline: January 1 2015

2. **Accessibility Policies**

The MPCC must develop accessibility policies describing what we do, or intend to do, to meet the requirements of the regulation. These policies serve as rules that guide our organization's everyday practices.

MPCC accessibility policies are available on our website.
Our statement of commitment and a link to policies is found at the bottom of the homepage.
Review them at anytime: manorpark.ca/policies

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3. **Accessibility Plan**

The plan outlines the steps the MPCC will take to prevent and remove barriers to employment. A status report shall be published in each annual report. The Accessibility Plan shall be reviewed and updated every 5 years.

Compliance deadline: January 1 2015

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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 communication in ways that are accessible for people with disabilities.

Here are the requirements:

1. **Accessible formats and communication supports**

When requested, you must provide information and communication in an accessible manner to people with disabilities. Alternatives to standard print are often referred to as accessible formats, and ways to help communication between people are referred to as communication supports.

> Quick fact!
> Some examples of accessible formats and communications supports: 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, or electronic documents formatted to be accessible for use with a screen reader.

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 formation or communication support depending on the accessibility needs of the person and the capability of the MPCC to deliver.

Accessible formats and communication supports must be provided in a timely manner and at a cost, if any, that is not more than the regular costs charges to other people.

This requirement does not apply to:
- products and product labels
- information that we do not control directly or indirectly through a contract
- information or communications that cannot be converted

> Quick Fact!
> Instances where information or communication might be unconvertible:
> - technology to convert the information is not readily available
> - information may be lost in the conversion process, for example information on an x-ray or blueprint

The MPCC must make workers and the public aware that it will provide information in accessible formations and make communication supports available upon request.

2. **Feedback processes**

Under the Accessibility Standard for Customer Service, we established a customer service feedback process for receiving and responding to feedback about how we provide goods or services to people with disabilities.

Under the Information and Communications Standard, we must make our feedback processes accessible, upon request. This may include:
- arranging for accessible formats and communication supports on request
- notifying the public about availability of accessible formats and communication supports

3. **Accessible websites and content**
Websites and content shall conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, at Level AA.

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 . It requires employers to have processes in place to determine an employee's accommodation needs. It addresses key processes in the life cycle of a job.

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

Here are the requirements:

1. Informing employees of supports

Employers must inform all employees, both new and existing, on their 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 MPCC will support them if they have a disability – or should they acquire a disability later in their career.

2. Recruitment, assessment or selection process

The MPCC is required to follow these in the accessible recruitment process:
- When advertising job positions, notify employees and the public that accommodations for job applicants with disabilities are available on request during the recruitment process.
- When inviting job applicants to participate in the recruitment process, applicants must be informed that accessibility accommodations are available on request for interviews.
- When offering a job to a successful applicant, the MPCC must inform them of our policies on accommodating employees with disabilities.

3. Accessible formats and communication supports for employees

Once hired, employees may request accessible formats and communication supports. This requirement is similar to those in the Information and Communications Standard. Employers must consult with employees to determine their accessibility needs and how best to accommodate them.

Accessible formats and communication supports can be requested for information required for the employee to perform their job, and information generally available to all employees.

4. **Workplace emergency response information**

Employers must provide individualized workplace emergency response information to employees with disabilities if the disability makes it necessary and the employer is aware of the need. With the employee's consent, the MPCC will ensure the information is shared with anyone designated to assist them in an emergency.

This information must be reviewed when:
- the employee moves to a different location in the organization
- the employee's overall accommodation needs are reviewed
- the MPCC reviews its organization emergency response policies

5. **Performance management, career development and advancement**

The standard requires that processes for performance management, and career development take into account the accessibility needs of employees with disabilities.

CONFIRMATION OF TRAINING

Use the form in Appendix A to identify the modules you have completed training on, the training format you used, and the date(s) on which you completed training. Please return the signed form to your Supervisor and upload a copy to your Ceridian Self Service Account.

> For more information about the Integrated Accessibility Standards Regulation:
> - view the entire regulation at wwwontario.ca/e-laws and search for 'Integrated Accessibility Standards' or 'Ontario Regulation 191/11'
> - Refer to the Guide to the Integrated Accessibility Standards Regulation available at the Government of Ontario website: Ontario.ca/AccessON

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CONFIRMATION OF TRAINING

Please complete the form for each of the modules on which you completed training. Return the signed form to your MPCC Supervisor.

Integrated Accessibility Standards Regulation – Modules	Training format	Date training completed
Ontario Human Rights Code		
General Requirements		
Information and Communication Standards		
Transportation Standard		
Design of Public Spaces Standard		

NAME:_____

JOB TITLE / POSITION: _____

SIGNATURE: _____