

INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)

Accessibility training information for staff and contractors

Welcome to the training on the Accessibility for Ontarians with Disabilities Act or AODA's Integrated Accessibility Standard Regulation. Throughout this training the legislation will be referred to as the "IASR".

ACCESSIBILITY

Did you know that 1.85 million people in Ontario have a disability? That is 15.5 per cent of Ontario's population. As the population ages these numbers are expected to increase.



A disability is a physical or mental condition that affects a person's movements, senses or activities. Many people have disabilities like difficulty walking, seeing and hearing, or learning, processing and remembering information.

Public Outreach is committed to providing accessible services and opportunities for clients, donors and staff. Public Outreach has policies and practices in place to improve accessibility on an ongoing basis.

What is Accessibility?

It simply means giving people of all abilities opportunities to participate fully in everyday life. This includes access to information, forms of communication, employment, transportation and public spaces.



The AODA

In 2005, the provincial government passed the Accessibility for Ontarians with Disabilities Act (AODA). Its goal is to have an accessible Ontario by 2025.

The AODA and the Human Rights Code

The Ontario Human Rights Code (the Code) and the AODA work together 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 has accessibility standards organizations must meet. The Code helps guide how these standards are met.

The IASR

The Integrated Accessibility Standards Regulation (IASR) are standards under the AODA that include general requirements and standards for information and communications, employment and transportation and design of public spaces. The province requires all staff to be trained on these standards.

General Requirements of the IASR

The IASR has general or overarching requirements that require Public Outreach to:

- 1) Develop an accessibility policy.



- 2) Create a multi-year accessibility plan and provide annual status updates.
- 3) Incorporate accessibility into purchasing activities.
- 4) Provide training (this brochure is one of our tools for training).

The requirements under the IASR have specific compliance dates from 2011 to 2025.

Accessibility Policy

Public Outreach's accessibility policy and supporting procedures outline our commitment to eliminating barriers and improving accessibility in Public Outreach. The policy and procedures can be found posted in local offices as well as via the Public Outreach Staff Site (publicoutreachstaff.org; password: Rockstar).

Multi-year Plan

Public Outreach created a multi-year accessibility plan that outlines key actions Public Outreach will take to meet AODA requirements, how we will prevent and remove barriers and by when.

The plan is a living document and can be found posted in local offices as well as via the Public Outreach Staff Site.

Purchasing and Procurement

It is a requirement that our purchasing of goods, services and facilities include accessibility design, criteria and features.

AODA Accessibility Standards

Accessibility standards were created under the AODA to prevent or remove barriers to accessibility. They include:

- Customer Service
- Information and Communications
- Employment
- Transportation
- Design of Public Spaces



Customer Service Standard

In 2008 the accessible customer service standard was the first accessibility standard to become law in Ontario. It ensures that goods and services are provided in a way that respects persons with disabilities, regarding things like assistive devices, support persons, service animals and service disruption notification. Separate mandatory training on the Customer Service Standard is provided by Public Outreach.

Information and Communications Standard

For people with disabilities, information needs to be provided in an accessible format (formats that help people receive and understand information) or with an appropriate communication support (tools to help communication) upon request.

Examples of accessible formats are large print or an electronic document formatted to be accessible for use with a screen reader.

Examples of communication supports are sign language interpreters or real-time captioning for persons who are deaf, deafened or hard-of-hearing.

Feedback

It is important to let the public know that accessible formats and communication supports are available upon request.

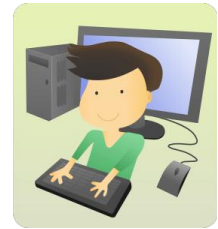
Websites

We are working to achieve Web Content Accessibility Guidelines (WCAG 2.0) Level A and AA on our websites.

These guidelines cover things like writing content in plain language, providing alternate text for images, ensuring someone can navigate a website with the use of just a keyboard, and that documents on a website can be read by a screen reader.

Employment Standard

The IASR requires employers to have processes in place to determine an employee's accommodation needs throughout the employment cycle. The employment section of the IASR is intended to remove and prevent barriers to persons with disabilities when posting jobs, during the recruitment and selection process, when implementing occupational health and safety programs, and during the rehabilitation and placement of employees with disabilities returning to work.



As an employee of Public Outreach, if you need a disability related accommodation or other support, please speak to your Manager or Human Resources.

Transportation Standard

This standard covers public transit and taxis, and sets out requirements to make it easier for people with disabilities to travel.

Design of Public Spaces Standard

This standard applies to new construction or major renovations being designed for outdoors or for new construction and planned redevelopment.

Accessibility is everyone's responsibility and we all play a role in making Public Outreach an accessible organization for clients, donors and colleagues.

For more information, or to obtain this document in a different format, contact People & Culture/Human Resources: 1 888 326-5535 x4001 or x4002

humanresources@publicoutreachgroup.com

Staff Site: publicoutreachstaff.org; password: Rockstar

Integrated Accessibility Standards Regulation

Employee Sign-off and Acknowledgement

Please answer the following short quiz and sign and date below:

True False The goal of the AODA is to make Ontario accessible to people with disabilities by 2025.

True False The Human Rights Code is not related to the AODA.

True False A large font is an example of an alternative format for communication which could be requested.

True False The AODA requires that the public know accessible formats and communication supports are available upon request.

Acknowledgement:

I have read and understood this which is Public Outreach's training on the Integrated Accessibility Standards Regulation.

Print Name

Signature

Date

Please return this page to your Fundraising Coordinator for recording and retention.