



Session #506: The AODA and You

Presented by the Ontario Non-Profit Housing
Association



Training outcomes

- know the requirements of the Customer Service Standard (CSS)
- know the requirements of the Integrated Accessibility Standards Regulations (IASR)
- understand the elements and specific requirements of the standards as they intersect with the Ontario Human Rights Code and the Ontario Building Code

Ontario Human Rights Code

- Offers protection of rights, equal opportunity and freedom from discrimination.
- Applies to jobs, housing, and services
- Creates rules for accommodation
- Establishes the Human Rights Commission and Human Rights Tribunal

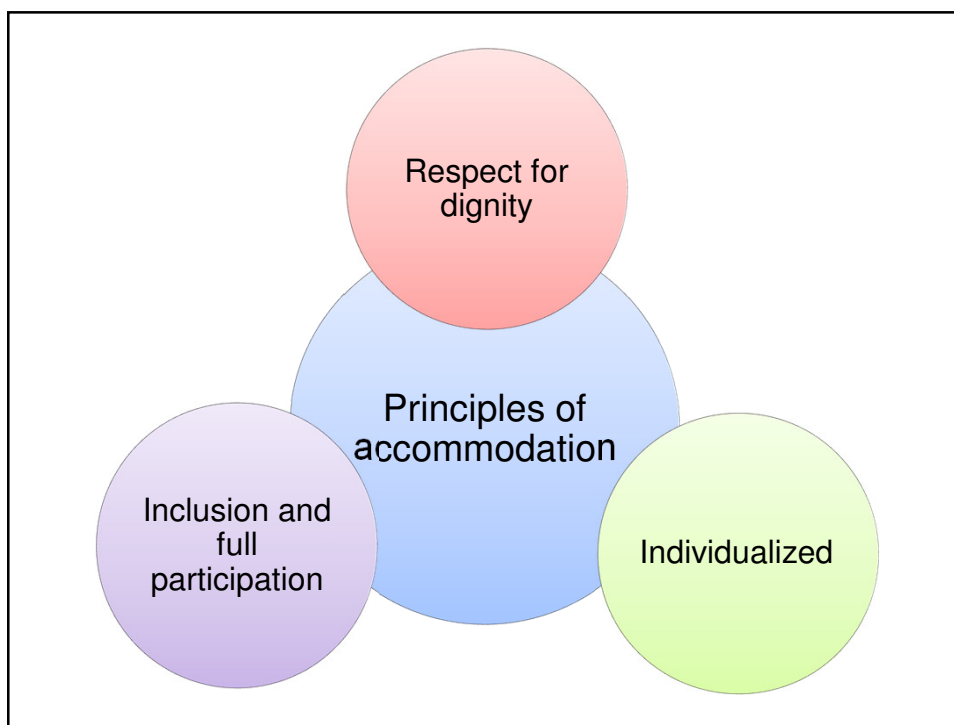
Resource:

www.ohrc.on.ca/en/learning/working-together-code-and-aoda



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Duty to accommodate

- Accommodations are for individual needs
- Person requesting accommodation must disclose needs and participate in the process
- Person receiving the request must act quickly and co-operate with other parties
- Accommodations to the point of undue hardship

Resource:

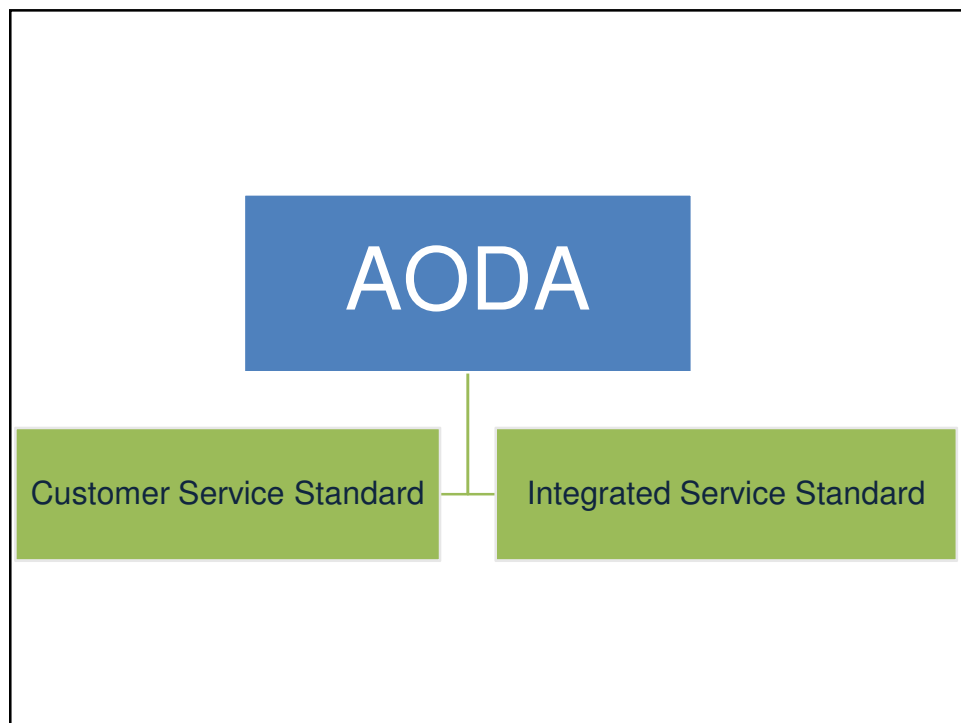
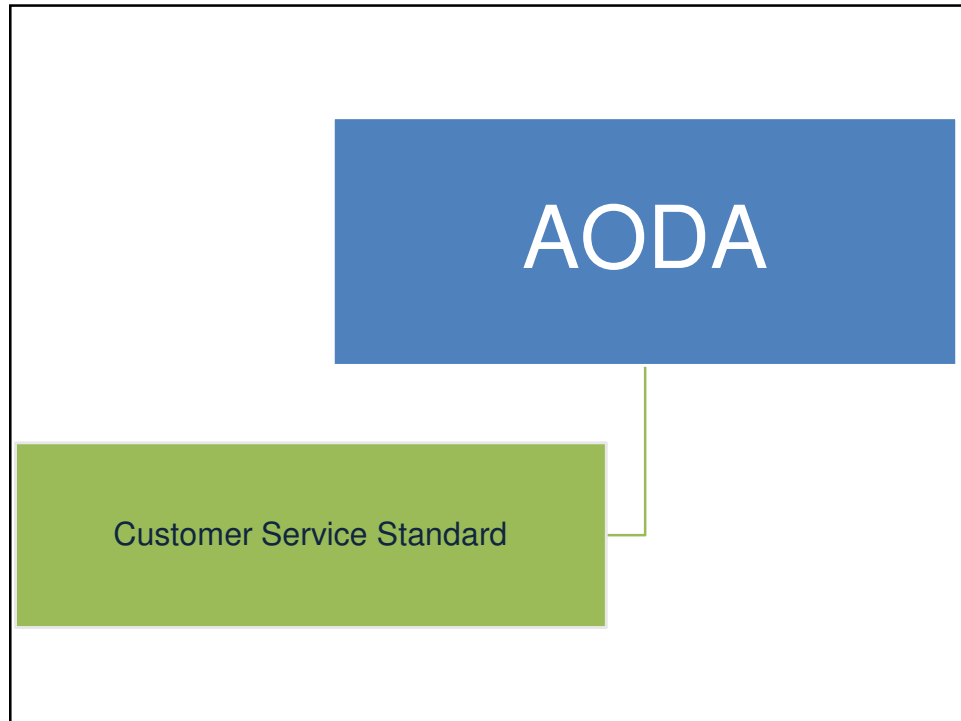
www.ohrc.on.ca/en/learning/duty-accommodate

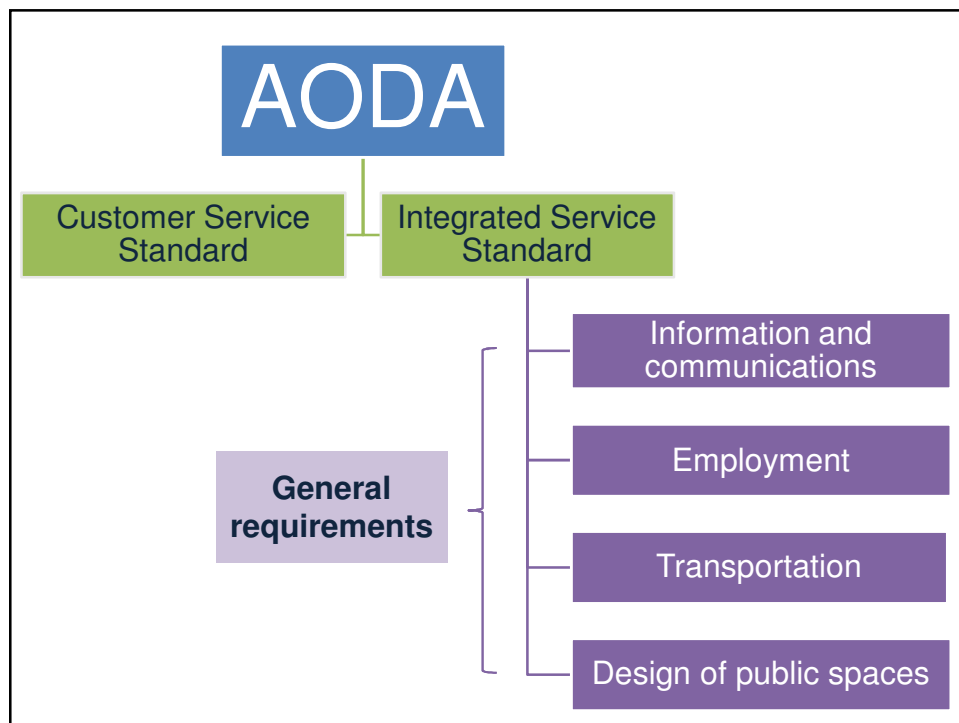
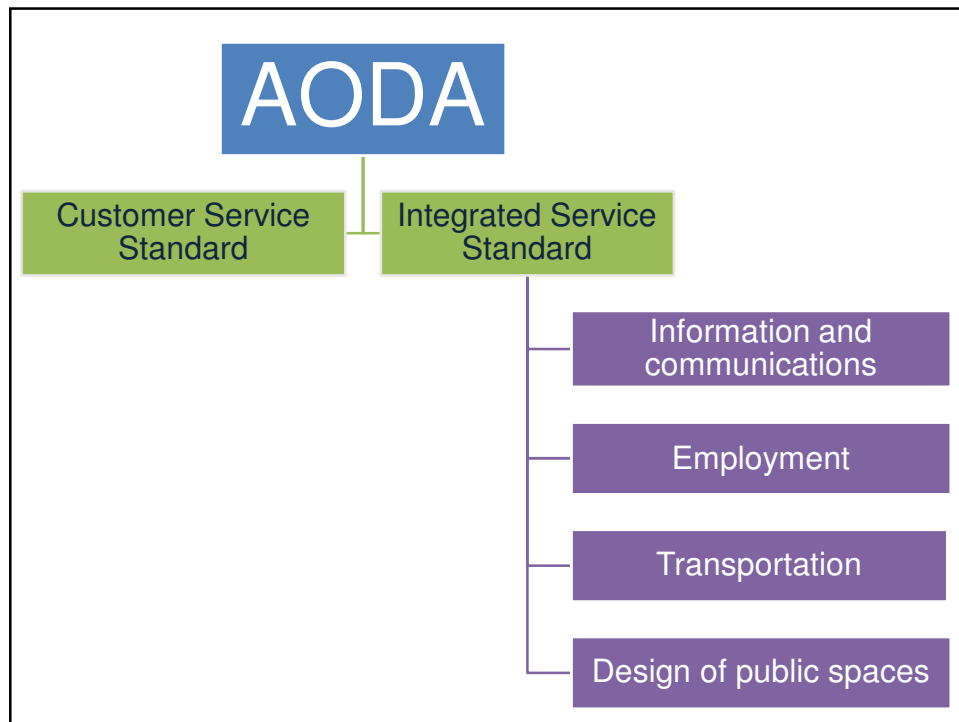


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The AODA logo consists of the letters 'AODA' in a white, sans-serif font, centered within a solid blue rectangular background.





IASR general requirements

Training

Who needs to be trained

- all employees
- all volunteers (including board members)
- people who help develop policies
- people who provide goods and services on behalf of your organization

How is training reported on?

- Non-profits with 49 or few employees do not need to keep a record of training
- All others must keep records of:
 - number of people trained
 - dates training was provided



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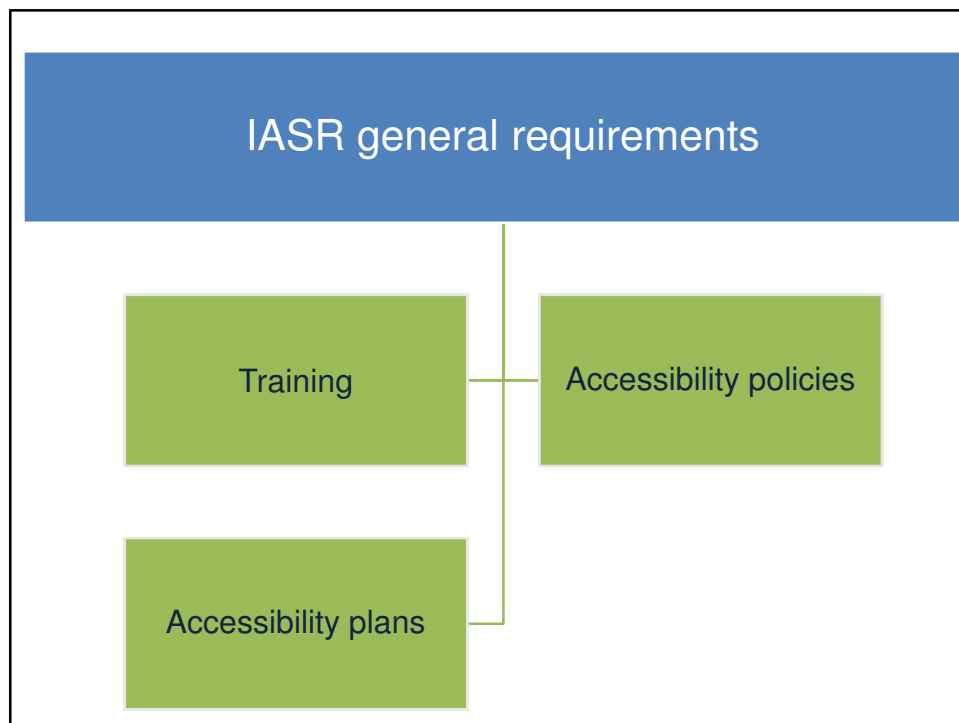
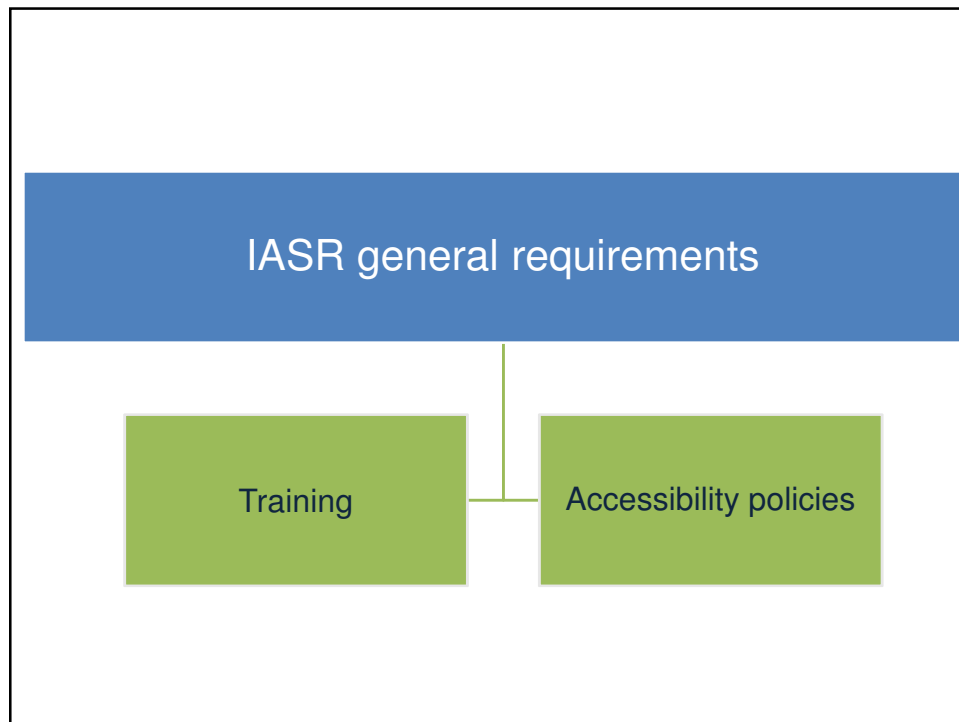
When do you need to do training?

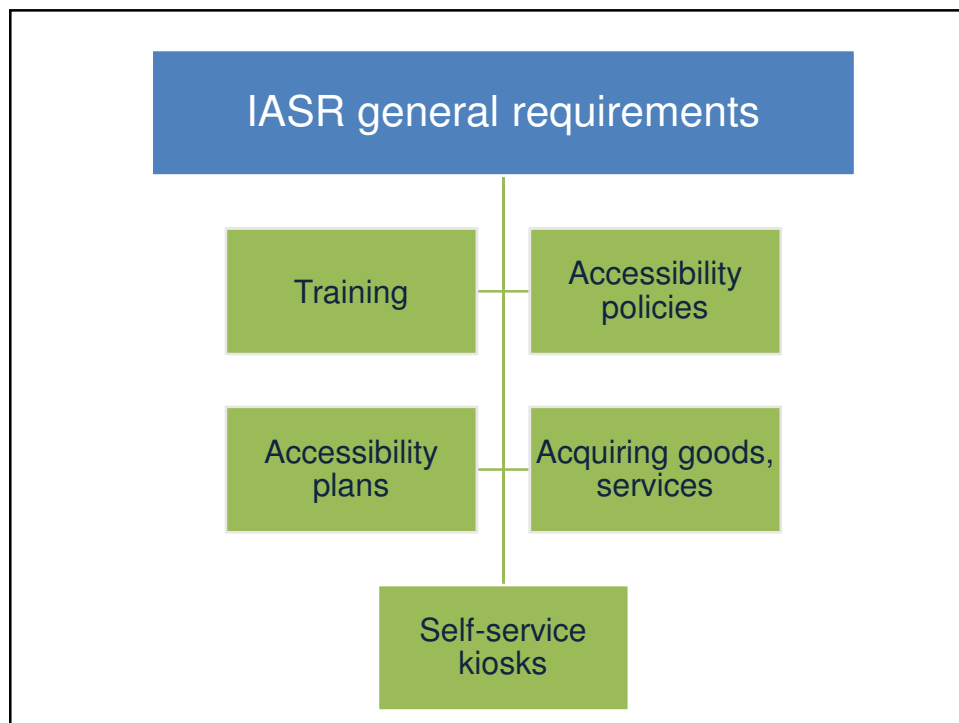
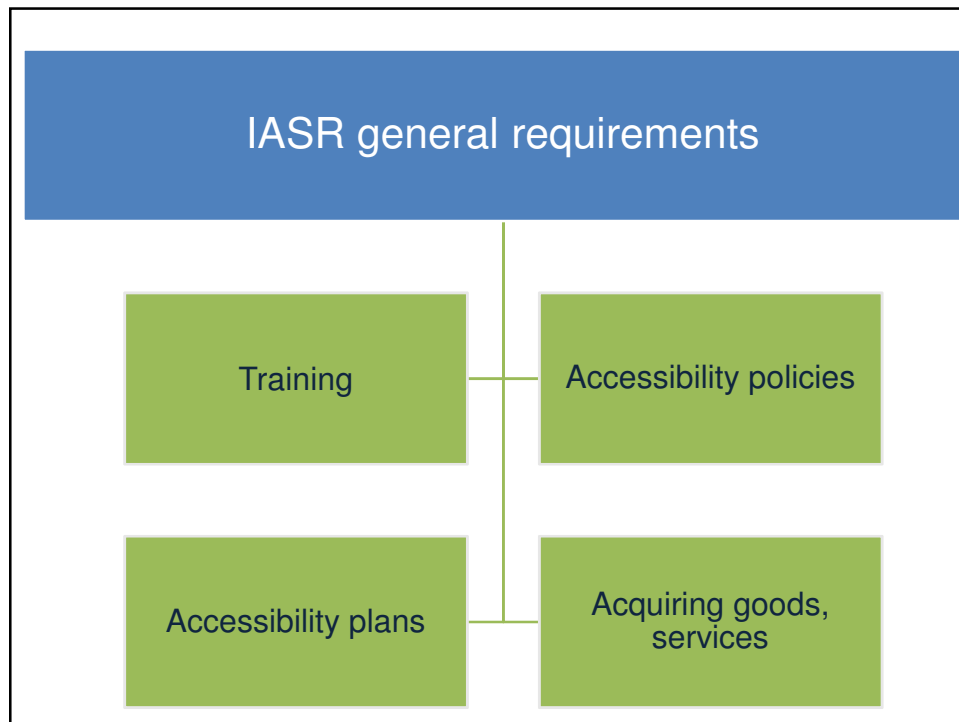
- Training must be done by January 1st, 2016
- Any new staff or volunteers must be trained
- Any time new policies or procedures are implemented



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Requirements by type and size

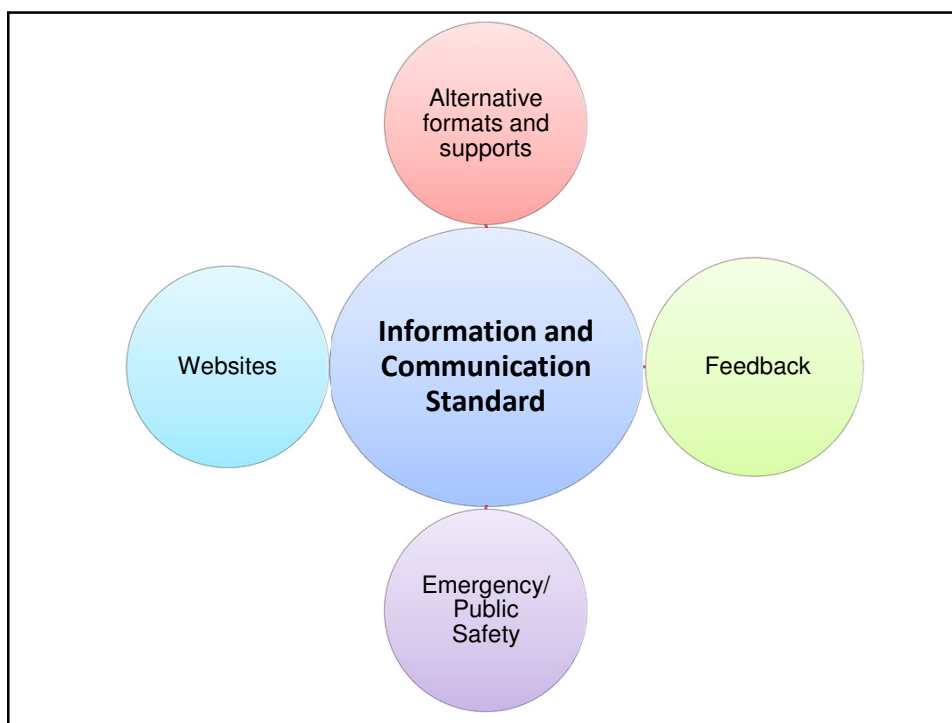
- all organizations with one or more employees must comply with IASR
- all organizations with 50+ employees must file annual reports outline progress towards accessibility
- organizations with 1 – 49 employees may be asked to submit compliance information; may be subject to audits or inspections



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Accessible formats and communication supports

- Organizations must upon request, provide information in accessible formats and with communications supports
 - in a timely manner
 - that take specific needs of the person with disability into account, including consulting with the person making the request

Feedback

- Every obligated organization shall ensure that the processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.



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Emergency procedures, plans, public safety information

- Publicly available emergency and public safety information is provided in an accessible format or with appropriate communication supports, on request.
 - are not required to develop or create new emergency or public safety information
 - not required to convert this information into accessible formats or provide communication supports if they do not share the information publicly.



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Website accessibility

- Organizations must upon request, provide information in accessible formats and with communications supports
 - in a timely manner
 - that take specific needs of the person with disability into account, including consulting with the person making the request
- World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, level AA



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Accessibility tips

- large print, simple font, plain language
- text transcripts of visual and audio information
- reading the written information aloud to the person
- accessible electronic formats such as HTML and MS Word
- Braille
- accessible audio formats
- alternative communication methods and strategies
i.e. the letter, word or picture boards
- sign language interpretation services



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Employment standard

- 15% of the Canadian population has a disability.
- Employees who have a disability rate average or above average in performance ratings.
- Over two-thirds of job accommodations cost less than \$500.
- Less than 4% of people who have a disability require any physical accommodations at all.

Six Steps to Marketing Employment for people who have a disability (Joe Dale, 2002)



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- Less than 2% of people who have a disability use a wheelchair or scooter as their primary mode of transportation.
- 97% of workers who have a disability rate as average to above average in terms of safety on the job.
- Hiring workers who have a disability does not adversely affect an employer's WSIB premium.

Six Steps to Marketing Employment for people who have a disability (Joe Dale, 2002)



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Employment standard

Accessible formats/supports

Employment standard

Accessible formats/supports

Recruitment, assessment, selection, hiring

Employment standard

Accessible formats/supports

Recruitment, assessment, selection, hiring

Accommodation plan

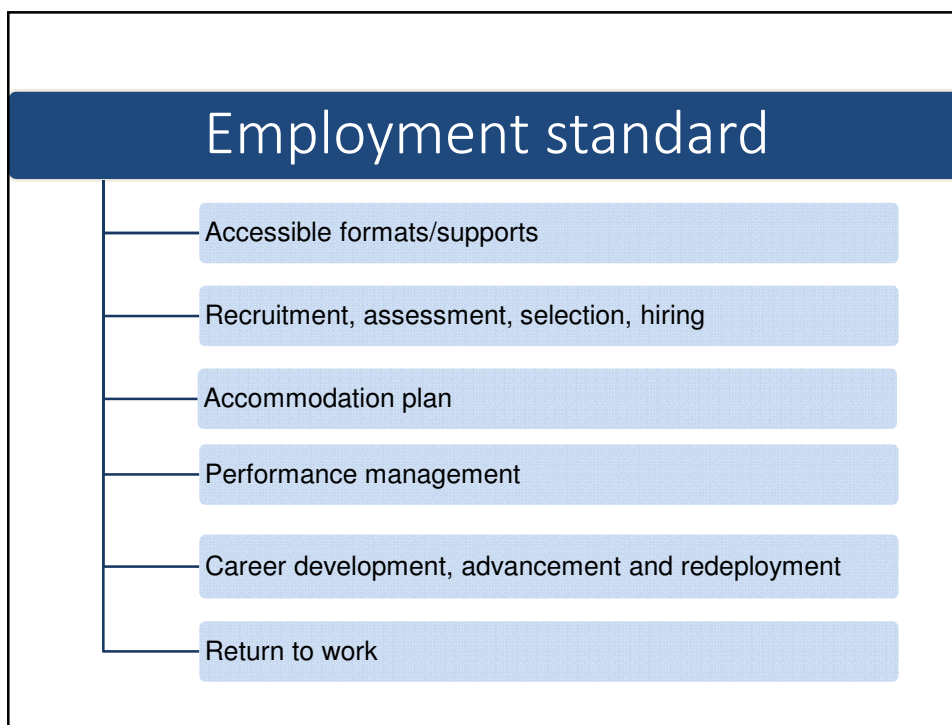
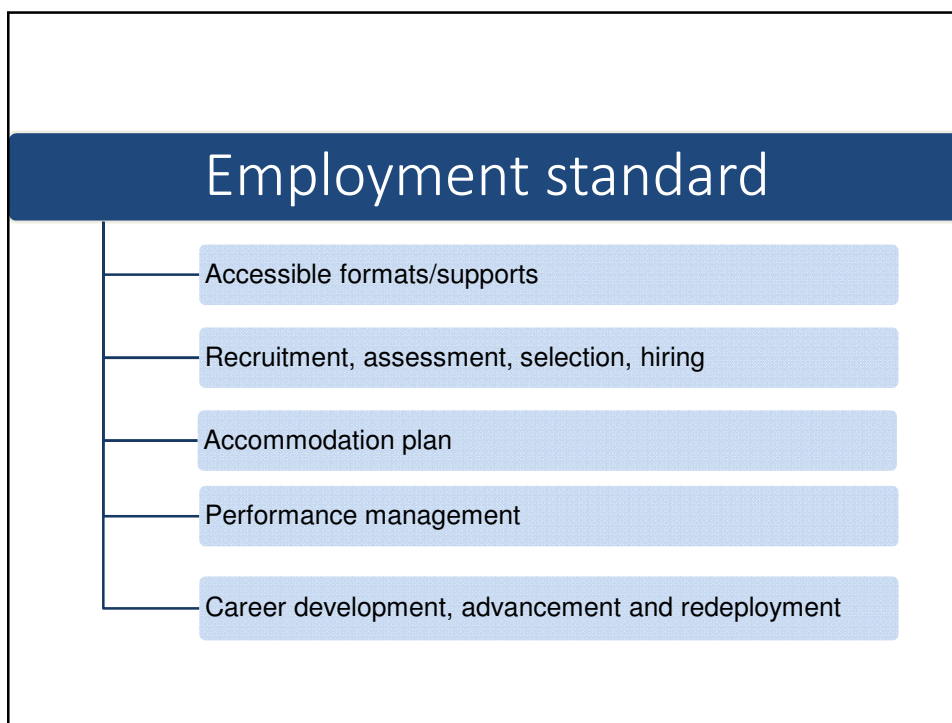
Employment standard

Accessible formats/supports

Recruitment, assessment, selection, hiring

Accommodation plan

Performance management

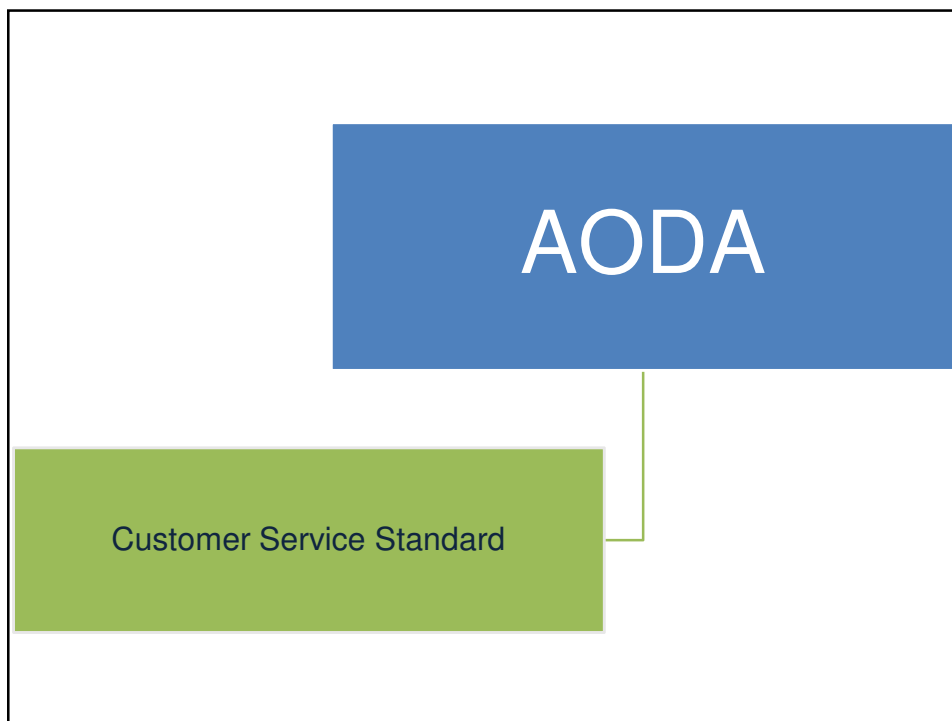




Design of public spaces
standard



Transportation standard



Customer Service Standard

- Policies, Practices, and Procedures
- Customer Service Feedback processes
- Training
- Communications

Customer Service Standard

- Service animals
 - Allowed in all public areas
- Support persons
 - Must allow support persons in all public areas
- Notices of temporary disruptions
 - Must let people know when a service or facility that people with a disability usually use or access is temporarily unavailable.



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**BEYOND THE
BLUEPRINT**
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Next steps
for your
organization



Policy Development

- Make sure you have all required policies
- Review existing policies regularly
- Make sure policies are consistent
- Communicate policies with all stakeholders



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Accessibility Area	STOP	START	CONTINUE	FIND OUT MORE
General requirements <ul style="list-style-type: none"> • accessibility policies, plans • training • procurement 				
Information and Communications <ul style="list-style-type: none"> • Formats, support • Feedback • Emergency plans • Website 				
Employment <ul style="list-style-type: none"> • Accessible formats • Hiring • Performance • Career development • Return to work 				

Training and Information

- www.ontario.ca/page/accessibility-laws
 - Compliance information, deadlines, official forms
- AccessON facebook group
 - Stories from the news, updates, fun content
- CNIB Clear Print Guide
- ONPHA's Customer Service Standard resource
- Ontario Human Rights Commission website
 - Videos and educational content
- AccessForward.ca training resources



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Thanks ...keep in touch!



Member support: 1-800-297-6660 or
member.support@onpha.org



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