

# The Corporation of the Town of Collingwood



## Accessibility Legislation

### Training and Information Booklet

#### AODA Customer Service and the Integrated Accessibility Standard Regulations

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## Background

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 developing 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 equal opportunities to participate in everyday life.

Several standards are contained in one regulation under the AODA called the Integrated Accessibility Standards Regulation, also known as the IASR.

Under the IASR the Town of Collingwood is responsible for providing training on all standards, as well as the Ontario Human Rights Code, to all employees, volunteers and any other persons who provide goods, services and facilities on behalf of the municipality. The following standards under the AODA are now law in Ontario:

- Customer Service Standard
- Information and Communication Standard
- Employment Standard
- Transportation Standard
- Design of Public Spaces Standard

## Town of Collingwood Accessibility Statement

The Town of Collingwood is committed to providing persons with disabilities consistent opportunity and access to all Town goods, services and facilities while ensuring that policies, procedures and practices are provided in a timely manner that address integration, independence, dignity and equal opportunity.

## Who Must Comply?

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
- Such as municipalities, hospitals, universities, district school boards, and organizations that provide public transportation and small businesses.

## Customer Service Standard

Ontario's Customer Service Standard is now law. It came into force on January 1, 2008. People, businesses, and other organizations that provide goods or services to the public or to other businesses or organizations in Ontario have legal obligations under the standard. The standard is aimed at making their customer service operations accessible to people with disabilities.

The Customer Service Standard is the first of five standards (laws) that will help lead the way to an accessible Ontario by 2025.

Training videos are provided by the Ontario Ministry of Community and Social Services and can be viewed at <http://www.mcscs.gov.on.ca/en/serve-ability/01.aspx>

### Requirements for Providers of Goods and Services

- Establish policies, practices and procedures on providing goods and services to people with disabilities that are consistent with the core principles of independence, dignity, integration and equality of opportunity
- Set a policy on allowing people to use their own personal assistive devices to access your goods and services
- Communicate with a person with a disability in a manner that takes into account his or her disability
- Allow people with disabilities to be accompanied by their support person or service animal and provide notice ahead of time if admission fees are charged to a support person
- Provide notice when facilities or services that people with disabilities rely on to access your good and services are disrupted
- Train staff, volunteers, contractors and third parties who interact with the public on the Town's behalf
- (7) Establish a process for receiving and responding to customer feedback

### What is a disability?

The Ontario Human Rights Code defines a "disability" as the following:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,

- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*

## **General Tips on Providing Service to Customers with Disabilities**

- If you are not sure what to do, ask your customer “May I help you?”
- Speak directly to the person with a disability, not to their support person
- Avoid stereotypes and make no assumptions about what type of disability someone may have.
- Some disabilities are not visible and customers are not required to give you information about any disabilities they may have.
- Take the time to get to know your customer’s needs and focus on meeting those needs just as you would with any other customer
- Be patient. Listen carefully. People with some kinds of disabilities may take a little longer to understand and respond.
- Make an effort to learn about appropriate language and terminology to use when referring to people with disabilities.
- If you cannot understand what your customer is saying, politely ask them to repeat themselves
- Do not touch or speak to service animals – they are working and have to pay attention at all times
- Do not touch assistive devices, including wheelchairs, without permission

## **Customers with Vision Loss**

Vision loss reduces a person’s ability to see clearly. Few people with vision loss are totally blind. Vision loss can restrict your customer’s abilities to read signs, locate landmarks, or see hazards. Some might use a guide dog or white cane, but others may not and so it may be difficult to tell if a person has vision loss.

### **Types of assistance your customer might use:**

- Braille
- Large print
- Magnification devices
- White cane
- Guide dog
- Support person

### **General tips to remember:**

- Do not assume the individual cannot see you
- Do not touch your customer without asking
- Identify yourself when you approach your customer and speak directly to him or her, even if he/she is accompanied by a companion

- Offer your elbow to help guide the person. If they accept, walk slowly but wait for permission before doing so. Lead – don't pull.
- Identify landmarks to orient your customer to the environment
- Do not touch or speak to service animals
- Do not leave your customer in the middle of a room. Guide them to a chair or comfortable location
- When providing printed information offer to read or summarize it
- Offer to describe information. For example, verbally itemize the bill or explain what the specials are or what is on the menu.

## Customers Who are Deaf, Oral Deaf, Deafened or Hard of Hearing

People who have hearing loss may be Deaf, oral deaf, deafened or hard of hearing.

**Deaf:** The term is used to describe a person who has severe to profound hearing loss, with little or no hearing

**Oral Deaf:** The term is used to describe a person who was born deaf before learning to speak, but was taught to speak and may not typically use American Sign Language

**Deafened:** The term is used to describe a person who has lost their hearing slowly or suddenly in adulthood. The person may use speech with visual cues such as captioning or computerized note-taking, speech reading or sign language

**Hard of Hearing:** The term is used to describe a person who uses their residual hearing (hearing that remains) and speech to communicate. The person may supplement communication by speech reading, hearing aids, sign language, and/or communication devices.

### Types of Assistance Your Customer Might Use:

- Hearing aid or paper and pen
- Personal amplification device
- Phone amplifier
- Relay service
- Teletypewriter (TTY)
- Hearing ear dog or support person such as a sign language interpreter

### General Tips

- Attract the customers attention before speaking
- Ask how you can help. Don't shout.
- Move to a well-lit area, if available, where your customer can see your face
- Do not put your hands in front of your face when speaking. Some people read lips.

## Customers Who are Deafblind

A person who is deafblind can neither see nor hear to some degree. Many people who are deafblind will be accompanied by an intervenor, a professional who helps with communicating.

### Types of assistance your customer might use:

- Braille
- Large print
- Print on paper
- Communication boards
- Hearing aid
- Magnification equipment
- Teletypewriter (TTY)
- White cane
- Service animal
- Support person

### General Communication Tips

- Do not assume what a person can or cannot do. Some people who are deafblind have some sight or hearing, while others have neither.
- A customer who is deafblind is likely to explain to you how to communicate with them or give you an assistance card or note explaining how to communicate with them
- Identify yourself to the intervenor when you approach your customer who is deafblind, but then speak directly to your customer as you normally would, not to the intervenor
- Do not touch or address service animals
- Do not suddenly touch a person who is deafblind or touch them without permission

## Customers with Physical Disabilities

There are many different types and degrees of physical disabilities, and not all require a wheelchair. People who have arthritis, heart or lung conditions or amputations may also have difficulty with moving, standing or sitting. It may be difficult to identify a person with a physical disability.

### Types of Assistance Your Customer Might Use;

- Elevator
- Mobility device
- Support person

### General Communication Tips

- Speak naturally and directly to your customer, not to his or her companion or support person

- If you need to have a lengthy conversation with someone in a wheelchair or scooter, consider sitting so that you can make eye contact
- Ask before you help. People with disabilities often have their own way of doing things
- Respect your customer's personal space. Do not lean over them on their assistive device.
- Do not move items or equipment, such as canes or walkers, out of the persons reach
- Do not touch assistive devices without permission. If you have permission, remember to:
  - Wait for and follow the person's instructions
  - Confirm that your customer is ready to move
  - Describe what you are doing to do before you do it
  - Avoid uneven ground and objects
  - Do not leave the person in an awkward, dangerous or undignified position such as facing a wall or in the path of opening doors
- Let your customer know about accessible features in the immediate area (i.e. automatic doors, accessible washrooms, elevators, ramps, etc)

## **Customers with Mental Health Disabilities**

Mental health disabilities are not as visible as many other types of disabilities. You may not know that your customer has a mental health disability unless you are informed of it.

Examples of mental health disabilities include:

- Schizophrenia
- Depression
- Phobias
- Bipolar
- Anxiety
- Mood disorders

A person with a mental health disability may have difficulty with one, several or none of these:

- Inability to think clearly
- Hallucinations (i.e. hearing voices, seeing or feeling things that are not there)
- Depression or acute mood swings
- Poor concentration
- Difficulty remembering and apparent lack of motivation

## **Types of assistance your customer might use:**

- Service animal
- Support person



## General Tips

- Treat a person with a mental health disability with the same respect and consideration you have for everyone else
- Be patient
- Be confident and reassuring
- Listen carefully and work with your customer to try to meet their needs
- If someone appears to be in a crisis, ask them to tell you the best way to help

# Integrated Accessibility Standards Regulation (IASR)

## 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.

The general requirements include:

### 1. Training

Organizations 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. Organizations must train:

- All existing and new employees and volunteers
- People who participate in developing the organization's policies
- Other people who provide goods, services or facilities on the organization's behalf

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

### 2. Accessibility Policies

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

### 3. Procuring or acquiring goods, services or facilities

Organizations shall incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities.

### 4. Self-Service Kiosks

A self-service kiosk is an interactive electronic terminal, such as a point-of-sale device you use 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.

Organizations shall incorporate accessibility features when designing, procuring or acquiring self-service kiosks.

## **Information and Communications Standard**

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

The requirements are:

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

When requested, you must provide information and communications 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.

Some examples of accessible formats and communication supports include:

- Reading written information to a person directly
- Large print
- Text transcripts of audio
- Visual information
- Handwritten notes instead of spoken word
- Information written in plain language
- An electronic document formatted to be accessible for use with a screen reader (i.e. using Microsoft Word Headings such as used in this document)

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 format and communication support depending on the accessibility needs of the person and the capability of your 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.

This requirement does not apply to:

- Products and product labels

- Information that you do not control directly or indirectly through a contract
- Information or communications that cannot be converted

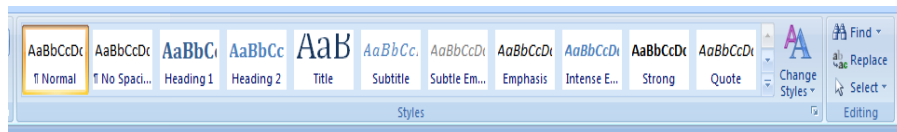
When it is not possible to convert requested material, you need to provide the individual making the request with the following:

- An explanation as to why the information or communications are unconvertible
- A summary of the information and communications

Tips on providing accessible formats:

### (a) Ensure Electronic Versions are Accessible

You can do this by using Microsoft Headings under the Styles toolbar. Using Microsoft Headings Style Menu (see below) allows people using screen readers to navigate through the document and ensures consistency.



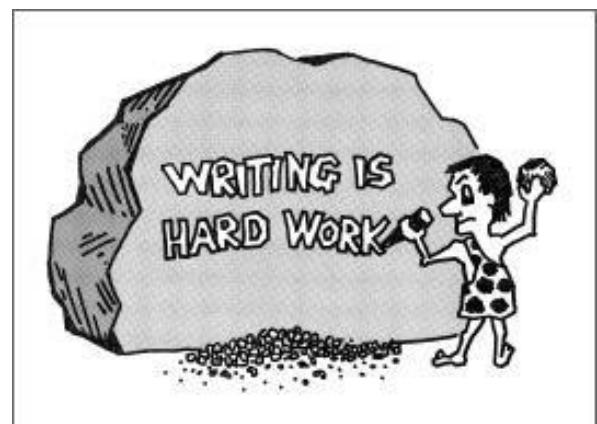
**Town of Collingwood (Heading 1)**  
 We are committed to meeting the following standards:

**1. Five Standards (Heading 2)**  
 There are five standards that organizations have to comply with.

**i. Employment Standard (Heading 3)**  
 The employment standard requires you to advertise promote employment for persons with disabilities.

### (b) Follow Clear Writing Principles

- Use short sentences
- Avoid unnecessary words
- Put action in your verbs
- Write as you talk
- Tie in with the reader's experience
- Write to express, not to impress



### (c) Follow Clear Print Guidelines

It is important to use clear print guidelines when developing communication such as emails, letters, flyers, signage, documents, forms, business cards, agenda's, minutes, etc).

- Black and white is best
- Keep text large between 12 and 18 font size is best
- Use bold with filled boxes
- Use Sans Serif font (Arial or Veranda)
- Do not use all caps
- Do use italics
- Use appropriate spacing



Examples Include:

1. Use Sans Serif font such as Arial or Veranda which is significantly easier to read:

**X** **Mary rides her bike to school (Times New Roman, 24)**  
**X** *Mary rides her bike to school (Algerian, 24)*  
**X** **Mary rides her bike to school (Georgia, 24)**  
**✓** **Mary rides her bike to school (Arial, 24)**  
**✓** **Mary rides her bike to school (Verdana, 24)**

2. Use upper and lower case characters. Do not use all caps.

**X** **MARY RIDES HER BIKE TO SCHOOL (All CAPS)**  
**✓** **Mary rides her bike to school (Upper & lower case)**

3. Do not use italics.

4. Ensure there is adequate/appropriate spacing between each letter.

**X** *Mary rides her bike to school (Arial Italics)*  
**✓** **Mary rides her bike to school (Arial – no italics)**

**X** **loan** (Agency – font size 36)  
**✓** **loan** (Verdana – font size 36)

## 5. Use Appropriate Colour Contrast

- Use high contrast colours for text and background
- Printed materials are most legible in black and white
- Do not use colour as your only means of communication
- Do not use watermarks or complicated background designs as these can be distracting

### Examples include:



Blue on black is incorrect



White on Black is correct



Black on Yellow is correct

## Feedback

All organizations must also have a process for receiving and responding to feedback, which must be accessible to persons with disabilities. The Town of Collingwood has an Online Customer Service Feedback Form and a Barrier Complaint Form on its website. In addition, these documents are available upon request in an accessible alternative format.

## Emergency Procedures, Plans or Public Safety Information

All organizations that prepare emergency procedures, plans or provide public safety information shall provide the information in an accessible format. The Town of Collingwood's website utilizes ReadSpeaker to convert text to speech. In addition, these documents are available upon request in an accessible format.

## Accessible Websites

Large organizations and designated public sector organizations (i.e. Municipalities) must make their websites and its content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG 2.0). Initially, it shall conform to Level A and increase to Level AA over a predetermined timeline. The Town of Collingwood's website is in full compliance with Level AA and will be in compliance with Level AA by the predetermined deadline set for 2021.

## Employment Standard

The Employment Standard deals with accessibility in the employment cycle. In other words, it addresses the processes and procedures the Town of Collingwood must follow in recruitment and accommodating their employees.

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.

This requirement applies to paid employees and does not apply to volunteers and other non-paid individuals.

Requirements of the Employment Standard include the following which must be implemented and administered by the Town:

- Informing new and existing employees of available supports (i.e. policies, procedures, accommodation plans, etc.)
- Accessible recruitment process
- Availability of accessible formats and communication supports upon request
- Documented individual accommodation plans for persons with disabilities
- Availability of workplace emergency response information for persons with disabilities
- Taking a person's disability and accommodation needs into account in performance management, career development and advancement and redeployment
- Taking a person's disability and accommodation needs into account in the Town's return to work process

## Transportation Standard

This standard sets out the requirements that will prevent and remove barriers to public transportation so that everyone in Ontario can travel more easily throughout the province.

The Transportation Standard impacts and affects both conventional and specialized transit service providers. The Town of Collingwood is a service provider of both, working with Sinton Transportation and the Red Cross to provide transit service to Collingwood residents.

More information on the Transportation Standard can be found in the Town of Collingwood's Multi-Year Accessibility Plan by visiting [www.collingwood.ca/accessibility](http://www.collingwood.ca/accessibility) as well as Sinton Transportation <http://www.sinton.com>

## Design of Public Spaces

The Design of Public Spaces Standard set requirements to make specific features in our physical environment accessible to people with disabilities and allow them to move through and enjoy what our community has to offer.

The Requirements apply to new builds or areas that are to be redeveloped. Organizations are not required to retrofit areas already in existence to meet the requirements of this standard.

The Standard is divided into seven sections which include:

- Recreational Trails and Beach Routes
- Outdoor public eating areas (i.e. picnic grounds or rest areas)
- Outdoor play spaces
- Exterior paths of travel (sidewalks or walkways) and their associated elements like ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off-street and on-street parking spaces
- Obtaining services (i.e. service counters and waiting areas)
- Maintenance planning

## Human Rights Code

The Ontario Human Rights Code provides for equal rights and opportunities, and freedom from discrimination. The Code recognizes the dignity and worth of every person in Ontario. The Code protects people from discrimination because of past, present and perceived disabilities as well as race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sexual orientation, gender identity, gender expression, age, record of offence, marital status and family status.

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.

For more information and additional training on the Ontario Human Rights Code please visit [www.ohrc.on.ca](http://www.ohrc.on.ca)

## **Additional Training Resources**

For additional training resources on the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its standards please visit:

[www.accessforward](http://www.accessforward)

[www.mcass.gov.on.ca/en/mcass/programs/accessibility/](http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/)

[www.collingwood.ca/accessibility](http://www.collingwood.ca/accessibility)

## **Contact Us:**

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## AODA CONTRACTOR COMPLIANCE STATEMENT FORM

In accordance with the requirements of Section 6 of the Accessibility Standards for Customer Service and Section 7 and 36 of the Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), all persons who provide goods, services, or facilities on behalf of the Town of Collingwood must be trained on the requirements of each regulation and the Ontario Human Rights Code by January 1, 2014. This training includes:

### **Accessible Customer Service Standard, Regulation 429/07**

1. Review of the purposes of the AODA and requirements of the Customer Service Standard
2. How to interact and communicate with persons with various types of disabilities
3. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
4. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability
5. What to do if a person with a particular type of disability is having difficulty accessing the providers goods or services
6. Town of Collingwood's Customer Service Policy and Statement of Commitment

### **Integrated Accessibility Standards, Regulation 191/11**

1. Requirements of the Integrated Accessibility Standards include the following:
  - a. General Requirements
  - b. Information and Communication Standard
  - c. Employment Standard
  - d. Transportation Standard
  - e. Design of Public Spaces Standard
  - f. Human Rights Code

### **The Contractor confirms and certifies to the Town of Collingwood that:**

1. I/We are in full compliance with the Accessibility Standards for Customer Service and the Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and have provided the necessary training to employees, volunteers, agents or others for who we are responsible.
2. The required AODA training is delivered on an ongoing basis including new employees, agents, volunteers and other persons engaged by the Contractor in the provision of goods, services and facilities under this Agreement;
3. The Contractor shall keep a record of the training provided, which includes the dates the training is provided and the number of individuals that receive the training. The records shall be available to the Town of Collingwood upon request;
4. I/We shall only assign employees who have successfully completed training in accordance with the requirements of the AODA.

**Company Name:** \_\_\_\_\_

**Authorized Signature:** \_\_\_\_\_

**Title:** \_\_\_\_\_ **Date:** \_\_\_\_\_