ACCESSIBILITY AND AODA

CUSTOMER SERVICE COMPLIANCE GUIDE

OSSTF/FEESO

JUNE 2011

This document is available in alternate format upon request

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Copyright Statement

Preface

OSSTF/FEESO is a trade union which represents over 60,000 education workers who are employees of school boards, universities and other educational institutions in Ontario. OSSTF/FEESO has a provincial office in Toronto and hosts provincial and regional events in many venues. The vast majority of its 37 Districts have a local office to provide services to members. Districts and Bargaining Units also host events in other venues.

This statement of compliance covers both the provincial and local organizations, their respective offices, and the functions that they host.

Purpose of this Guide Book

The AODA and Accessible Customer Service Compliance Guide has been developed to assist OSSTF/FEESO and its district offices and bargaining units to comply with the Accessibility Standards for Customer Service under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Information is also included to help prepare OSSTF /FEESO for the accessibility standards that will be enacted in the near future.

This document is not legal advice. Readers are advised to refer to the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), and the Accessibility Standards for Customer Service, Ontario Regulation 429/07. They can be found at e-laws. *http://www.e-laws.gov.on.ca/ navigation?file=home&lang=en*

How to Use this Guide

The OSSTF/FEESO Accessibility and Customer Service Compliance Guide is divided into the following sections.

PART 1 **Background Information**

Background Information on the Accessibility for Ontarians with Disabilities Act, 2005, the Accessibility Standards for Customer Service, the Proposed Accessibility Standards under the AODA and on disabilities recognized under the AODA.

PART 2 **Accessibility Compliance Statements, Procedures and Practices**

This section contains the Provincial Accessibility Compliance Statements, Procedures and Practices. All applicable elected and appointed officials, staff, designates and others acting on behalf of OSSTF/FEESO are required to be familiar with the compliance statements, procedures and practices.

PART 3 **Considerations for District Offices and Bargaining Units**

Contains information to assist districts and bargaining units in meeting their specific requirements under the Accessibility Standards for Customer Service. Districts and bargaining units should review this information in conjunction with the Accessibility Compliance Statements, Procedures and Practices in Part 2.

PART 4 **AODA and Accessible Customer Service Compliance Tools, Samples, Checklists and Frequently Asked Questions**

Includes numerous tools, sample notices, sample forms, checklists and frequently asked questions and suggestions to assist in meeting the requirements of the Accessibility Standards for Customer Service. The sample notices and forms are suggestions and are provided for your convenience.

PART 5 **Barriers to Accessibility**

Explains and gives examples of various barriers affecting people with disabilities.

PART 6 **Interacting with People with Disabilities**

Includes tips for interacting with people with different disabilities including tips for communicating by telephone, using TTY and considerations for meeting people with disabilities in their homes or places of business.

PART 7&8 **Accessible Communication and Information and the Format and Placement of Notices**

Contains tips for providing information in different formats and appropriate wording usage.

PART 9 **Making Your Workplace Accessible**

Information for improving workplace accessibility and to assist in preparing for future accessible standards.

PART 10   Checklist for Buildings and Spaces

This checklist provides elements to consider the accessibility of buildings and spaces.

PART 11   Common Assistive Devices

Provides information on assistive devices used by people with different disabilities and tips for interacting with people who use assistive devices.

PART 12   Definitions

Assists in understanding the compliance statements, procedures and practices and accessibility topics.

PART 13   Accessibility and AODA Resources

Includes numerous on-line resources to assist in AODA compliance, accommodating people with disabilities, training, and preparing for future accessibility standards under the AODA. This section contains links to:

- relevant legislation
- AODA training resources produced by the Accessibility Directorate of Ontario and organizations in the educational sector
- information on making documents and websites accessible
- checklists for creating accessible meetings and events
- workplace accommodation strategies for people with disabilities
- assistive technologies and systems
- checklists for accessible buildings and spaces
- tips for teaching students with disabilities, and organizations providing accessibility expertise and assistance to people with disabilities.
- universal design

Questions about the OSSTF/FEESO Accessibility and AODA Customer Service Compliance Guide should be directed to the Provincial Office at:

TEL 416.751.8300
TEL 1.800.267.7867
FAX 416.751.3394

www.osstf.on.ca/contact
60 Mobile Drive, Toronto, Ontario M4A 2P3

AODA Customer Service Checklist for District and Bargaining Unit Leaders

As part of OSSTF/FEESO obligations you are required to be familiar with the Accessibility Compliance Statements, Procedures and Practices in this guide as well as the tips for interacting with and assisting people with different disabilities.

Please make certain that you have read the following sections

PART 1

Background information Disabilities Recognized under the Accessibility for Ontarians with Disabilities Act - page 12

PART 2

Accessibility Compliance Statements, Procedures and Practice, including:

- Ontario Secondary School Teachers' Federation (OSSTF/FEESO) Accessibility Compliance Statements

- Providing Goods and Services to Individuals with Disabilities including the Use of Assistive Devices

- Support Person Procedures and Practices

- Service Animals Procedures and Practices

- Notice of Temporary Disruptions in Services and Facilities

- Procedures and Practices

- Feedback Process

PART 3

Considerations for District Offices and Bargaining Units – page 36 to 43

PART 6

Interacting with People with Disabilities – page 63 to 69

Part 1
Background Information

Accessibility for Ontarians with Disabilities Act (AODA)

In 2005, the Accessibility for Ontarians with Disabilities Act, (AODA) was enacted which credited Ontario with being the first province in Canada to pass an accessibility act and to develop enforceable standards for accessibility. The purpose of the AODA is broad reaching and includes requirements to: develop, implement and enforce accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises no later than January 1, 2025.

To achieve this goal the AODA requires the development of enforceable standards for accessibility in the areas of:

- Customer Service
- Information & Communication
- Transportation
- Employment, and
- the Built Environment

The AODA and the standards developed under it apply to designated private and public sector organizations including unions with at least one employee in Ontario.

Organizations with more than 19 employees are required to file on-line accessibility reports. Furthermore, the AODA includes provisions for the hiring of inspectors as well as penalties for noncompliance. Penalties will be based on the risk and severity of the violation.

Disabilities Recognized under the Accessibility for Ontarians with Disabilities Act

The AODA acknowledges a broad range of disabilities, most of which are not visible. Disabilities recognized under the AODA include:

- Mobility – Some people may require the use of a mobility device such as a wheelchair, scooter, cane, crutch or walker.

- Sensory – People experiencing limitations in sight, hearing, touch or smell.

- Strength, endurance and coordination – People may have poor coordination, balance, dexterity or stamina.

- Learning – Some people may request information in a different format

- Cognitive – People who experience memory loss or who have an intellectual disability may require information in plain language or another format.

- Mental Health – In certain situations some people may prefer a calm and quiet environment, such as when they are having difficulty controlling their symptoms.

Accessibility Standards for Customer Service

Standards for Accessible Customer Service have become law under the Accessibility for Ontarians with Disabilities Act (AODA). The Standard establishes rules that organizations must follow to make their businesses accessible to people with disabilities. The Standards apply to all people or organizations, both public and private that provide goods and services either directly to the public or to other businesses or organizations, and have one or more employees in Ontario. The compliance deadline for designated public sector organizations was January 1, 2010 and private sector businesses and unions must meet the requirements of this law no later than January 1, 2012.

Compliance involves, but is not limited to, the development of specific policies, procedures and practices, fulfilling training requirements and keeping records of the training and also filing on-line accessibility reports with the provincial government.

Organizations must establish policies, procedures and practices that deal with providing goods and services to people with disabilities including how assistive devices, support persons and service animals may be used to help people access goods and services. Organizations must also ensure that applicable employees, volunteers, third parties and others who operate on behalf of the organization fulfill specific training requirements. Organizations must also provide notice of disruptions in services or facilities that are usually used by individuals with disabilities to access goods and services. Service providers must also establish a feedback and complaints process and make information about this process available to members and other customers.

Organizations with 20 or more employees must document its policies, procedures and practices and let the public know that they are available upon request and provide them with a copy in a format that takes their disability into consideration.

As of June 3, 2011 the following standards were enacted.

Accessibility Standards for Information and Communication

Accessibility Standards for Information and Communication will become law as part of the Integrated Accessibility Regulation under the Accessibility for Ontarians with Disabilities Act (AODA). The purpose of the proposed Standard is to establish standards for accessible information and communication. Compliance involves, but is not limited to, the development of specific policies and procedures, adherence to technical requirements including W3C WCAG 2.0 guidelines for website accessibility, as well as training. Additionally, emergency and public safety information is required to be available in accessible formats upon request.

The proposed Standard also states that organizations providing services through self serve kiosks will be required to consider the accessibility features of this equipment. In specific situations the proposed Standard also calls for the provision of accessible sales receipts, educational and library documents, legal materials, and health related materials. The availability of accessible and secure voting opportunities is also required.

Accessibility Standards for Employment

Accessibility Standards for Employment will become law as part of the Integrated Accessibility Regulation under the Accessibility for Ontarians with Disabilities Act (AODA). The proposed Standard applies to paid employees. Compliance involves, but is not limited to, the development of specific employment related policies and procedures, the provision of an accessible employee recruitment process and accommodation of employees with disabilities. The recruitment process includes the provision of accessible job postings, interview practices, as well as the use of accessible assessment and selection materials. The proposed Standard also requires employers to train employees on specific topics, develop and provide employee accommodation plans and disability related return to work procedures, and provide employment information in an accessible manner when requested.

The following is an overview of a proposed standard yet to become law.

Accessibility Standards for Transportation

Accessibility Standards for Transportation will become law as part of the Integrated Accessibility Regulation under the Accessibility for Ontarians with Disabilities Act (AODA). The proposed Standard applies to providers of transportation services in Ontario. Compliance involves, but is not limited to, the development of specified policies and procedures, adherence to technical requirements, fulfilling training obligations, announcing stops and delays, emergency preparedness and response requirements, and specific operator/driver responsibilities.

Proposed Accessibility Standards for the Built Environment

Accessibility Standards for the Built Environment will become law under the Accessibility for Ontarians with Disabilities Act (AODA). The proposed Built Environment Standard calls for enhanced accessibility of interior and exterior spaces and applies to new construction and areas undergoing change of use or extensive renovations.

Some of the recommendations include greater maneuvering spaces and greater widths for doorways and hallways, shallower slopes for ramps than currently exist. The proposed Standard also calls for the training of staff and volunteers involved in building design, construction or operations on the requirements of the Standard. A few of the areas addressed in the proposed Standard include: multi-unit housing; cafeterias and restaurants; waiting, line-up and queuing areas; service counters; meeting rooms; office and work areas; public access (address) systems; emergency systems (such as exits, alarms, areas of refuge, emergency assistance and signage).

Part 2

Ontario Secondary School Teachers' Federation (OSSTF/FEESO)

Accessibility Compliance Statements, Procedures and Practices

Ontario Secondary School Teachers' Federation (OSSTF/FEESO)Accessibility Compliance Statements

Effective Date: January 1, 2012

Background Information

The Accessibility for Ontarians with Disabilities Act (the"AODA") is a provincial act with the purpose of developing, implementing, and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

The Accessibility Standards for Customer Service, Ontario Regulation 429/07 establishes accessibility standards for customer service and applies to public sector organizations and other organizations that provide goods or services to the public or other third parties and that have at least one employee in Ontario. OSSTF/FEESO must comply with this regulation by January 1, 2012.

Purpose

The Accessibility Standards for Customer Service, Ontario Regulation 429/07 requires the development of policies pertaining to accessible customer service. These compliance statements are intended to fulfill this requirement.

Definitions

"Customer" means,
(for the purpose of the Accessibility Compliance Statements and its corresponding Procedures and Practices) any person who the OSSTF/FEESO provides goods or services to, such as OSSTF/FEESO members, third parties or other members of the public.

"Disability" means,

a) 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,

b) a condition of mental impairment or a developmental disability,

c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,

d) a mental disorder, or

e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

"Guide dog" means,
a guide dog as defined in section 1 of the Blind Persons Rights' Act is a dog trained as a guide for a person who is blind and having qualifications prescribed by the regulations under the Blind Persons' Rights Act.

"Service animal", means,
any animal used by a person with a disability for reasons relating to their disability. It may be readily apparent that the animal is used by the person for reasons relating to his or her disability or the person may provide a letter from a physician or nurse confirming that he or she requires the animal for reasons relating to his or her disability, or the person may provide a valid identification card or a certificate of training from a recognized guide dog or service animal training school.

"Support Person" means,
a person who accompanies a person with a disability for the purpose of assisting them with communication, mobility, personal care, medical needs or with access to goods or services.

Accessibility Compliance Statements

Equity Statement

OSSTF/FEESO is a democratic union that recognizes the importance of encouraging and supporting involvement by all members, while recognizing that some members have historically been marginalized. For the Federation to be at its best, all members must see themselves reflected in its goals, structures, and practices. OSSTF/FEESO will strive to identify and eliminate barriers to participation through programs, procedures, bylaws, and policies supported by specified resources and education.

OSSTF/FEESO supports equity, diversity, and social justice within the union, the workplace, and in broader society. Not all discrimination is deliberate or visible. Inadvertent, hidden and systemic discrimination must be identified and addressed. Discrimination and harassment must not be ignored when we see it. Overt discrimination and harassment within the Federation must be challenged and rectified. The marginalization of certain groups must be specifically recognized.

For OSSTF/FEESO, these groups include, but are not necessarily limited to, women, people of colour, lesbian, gay, bisexual, transgendered, queer, intersexed, questioning, two-spirited, First Nations, Inuit, Métis, people with disabilities, francophones, and those whose participation is impeded because of economic circumstances or family status. Equal opportunity to participate in the Federation does not mean treating all members the same. Within a democratic framework, promoting the engagement of members of equity-seeking groups is a valid and necessary approach to reaching equal outcomes.

OSSTF/FEESO will be guided in its efforts to eliminate barriers by valid research, regular review, and consultation with the membership. Federation programs and policies designed to eliminate barriers must not only do so, they must be widely seen to do so.

Compliance Statement Application

This Compliance Statement applies to every person who deals with OSSTF/FEESO members or the public on behalf of OSSTF/FEESO whether they do so as elected and appointed officials, employees, volunteers, agents or otherwise; and, every person who participates in developing OSSTF/FEESO policies, statements, procedures and practices that deal with providing goods and services to members or the public.

Guiding Principles for the Provision of Goods and Services

As part of our commitment to providing quality services, goods and opportunities to our members and others, OSSTF/FEESO will make reasonable efforts to ensure that its policies, statements, procedures and practices pertaining to providing goods and services to individuals with disabilities are consistent with the following guiding principles:

- goods and services will be provided in a manner that demonstrates respect for the dignity of individuals with disabilities;

- goods and services will be provided to individuals with disabilities in an integrated manner unless an alternative is necessary to enable them to access goods or services; and,

- Individuals with disabilities will be given an opportunity equal to others to access goods and services.

The Use of Assistive Devices

When visiting OSSTF/FEESO individuals with disabilities may use their own assistive devices or, where they exist and are available, they may use the devices or other reasonable assistance provided by OSSTF/FEESO.

Communication

When communicating with individuals with disabilities OSSTF/FEESO elected and appointed officials, employees, volunteers, agents and other representatives will do so in a manner that takes the person's disability into consideration.Interactions dealing with accommodating individuals with disabilities will be done with sensitivity and discretion.

The Use of Service Animals by Individuals with Disabilities

Individuals with disabilities who require the assistance of a service animal will be permitted to be accompanied by the animal where OSSTF/FEESO provides its goods and services on premises that it owns or operates and if OSSTF/FEESO members and other members of the public have access to these areas, unless the animal is excluded by law.

If the animal is excluded by law, OSSTF/FEESO will ensure that other measures are available to permit the person to have access to its goods and services.

The Use of Support Persons by Individuals with Disabilities

Individuals with disabilities will be permitted to enter areas with their support person where OSSTF/FEESO provides its goods and services on property it owns or operates, and if the public and other third parties have access to the premises. Additionally, they will not be prevented from having access to their support person while on the premises.

OSSTF/FEESO may require that individuals with disabilities be accompanied by a support person if a support person is necessary to protect the health and safety of the person with the disability or others.

Advanced notice will be given of the fees charged for a support person's admission to OSSTF/FEESO events or in relation to their presence on the premises.

Notice of Temporary Disruptions in Services and Facilities

OSSTF/FEESO will provide notice to the public of temporary disruptions in facilities or services that are usually used by individuals with disabilities to access services.

Training

OSSTF/FEESO will ensure that the following persons receive training required by the AODA:

- all persons who deal with members or other members of the public on behalf of OSSTF/FEESO, whether they do so as elected or appointed officials, employees, volunteers, agents, or otherwise; and,

- all persons who participate in developing OSSTF/FEESO policies, procedures and practices dealing with the provision of goods and services to members or other members of the public.

The content of training must include:

- the purpose of the Accessibility for Ontarians with Disabilities Act;

- the requirements of the Accessibility Standards for Customer Service;

- how to interact and communicate with individuals with various types of disabilities;

- how to interact with individuals with disabilities who use assistive devices or who require the assistance of a service animal or support person;

- information about the assistive devices made available by OSSTF/FEESO that may help individuals with disabilities access its goods and services;

- what to do if an individual with a disability is having difficulty accessing goods and services; and,

- instruction on OSSTF/FEESO compliance statements, procedures and practices pertaining to the provision of goods and services to individuals with disabilities.

Timeline for Training

Training will be provided as soon as practicable after elected or appointed officials, employees, volunteers and other persons are assigned the applicable duties. Training will also occur on an on-going basis as changes are made to the compliance statements, procedures and practices dealing with the provision of goods and services to individuals with disabilities.

Keeping Records of Training

OSSTF/FEESO will keep records of the training required by these compliance statements, including the number of persons trained and the dates on which training occurred. The names of individuals trained will be recorded for training administrative purposes subject to the Freedom of Information and Protection of Privacy Act (FIPPA).

Feedback and Complaints

Feedback and complaints about the manner in which goods and services are provided to individuals with disabilities may be made in-person, by telephone, electronically, in writing or by other reasonable methods.

Agents and Others Providing Goods and Services on Behalf of OSSTF/FEESO

Agents and others providing goods and services on behalf of OSSTF/FEESO must abide by the Accessibility Compliance Statements and its corresponding Procedures and Practices.

Notice of the Availability of the Required Documents

OSSTF/FEESO will provide notice that the documents required by the Accessibility Standards for Customer Service are available to the public upon request.

Format of the Documents

When providing the documents to the public, the documents or the information contained in them will be provided in a format that takes the person's disability into account.

Review and Modification of these Compliance Statements

OSSTF/FEESO is committed to ensuring that the Accessibility Compliance Statements for Members and other Customers and its corresponding Procedures and Practices respect and promote the dignity and independence of individuals with disabilities. Therefore, no changes will be made to these Compliance Statements before considering the effect on people with disabilities and consistency with legislation.

Questions about the Compliance Statements

For questions about the compliance statements or to receive a copy of the compliance statements, please contact OSSTF/FEESO at:

TEL 416.751.8300
TEL 1.800.267.7867
FAX 416.751.3394

www.OSSTF/FEESO.on.ca/contact
60 Mobile Drive, Toronto, Ontario M4A 2P3

Providing Goods and Services to Individuals with Disabilities including the Use of Assistive Devices

Application of Compliance Statements

These procedures and practices deal with the manner in which goods, services and events are provided by or on behalf of OSSTF/FEESO to individuals with disabilities.

Serving Individuals with Disabilities including the Use of Assistive Devices

It is important for all individuals to access the goods, services and events provided by OSSTF/FEESO. In some situations individuals with disabilities will require certain modifications in the way goods and services are provided. OSSTF/FEESO will make reasonable efforts to accommodate them in a manner that abides by the guiding principles of demonstrating respect for their dignity and independence, providing equality of opportunity and providing goods, services and events to individuals with disabilities in a manner that is integrated with others.

Communicating with Individuals with Disabilities

An important aspect of accommodating people with disabilities is to communicate in a manner that takes their disability into consideration. OSSTF/FEESO representatives will be trained on how the following forms of communication can assist individuals with disabilities:

- Typing or writing back and forth
- Speaking more slowly or clearly
- Communicating through electronic means, such as e-mail and
- Using gestures.

For example, where suitable, OSSTF/FEESO representatives will communicate in writing with people who are hard of hearing or deaf or with people who have speech disabilities.

Accommodating individuals with Disabilities

Individuals who require assistance should inform an OSSTF/FEESO representative so that their accommodation requests can be addressed.

Before offering assistance to a person with a disability, OSSTF/FEESO representatives are instructed to ask the person how they would like to be assisted instead of making assumptions about how to help them. Interactions dealing with accommodating individuals with disabilities will be done with sensitivity and discretion.

Considerations for Determining Accommodation

Individuals with disabilities may require some form of assistance or changes in the way services are provided. When determining a suitable means of accommodating someone with a disability consider the effect the accommodation will have on the following:

- The guiding principles of the Accessibility Standards for Customer Service

- The nature of the goods, services or events.

- The ability of others to access goods, services or events in their intended manner

- The health or safety of the person with the disability and others, and

- Costs

a. Informal Accommodation

Often individuals with disabilities require simple forms of accommodation that can be provided quickly and easily, such as assistance filling out forms or reading menus to someone who is blind, or locating restrooms or other destinations.

b. Formal Accommodation

Formal accommodation includes various forms of assistance or special arrangements including, but not limited to, providing documents in Braille or providing real-time captioning services.

Advanced Notice for Requests

Advanced notice and the completion of an accommodation form will be required for certain accommodations. For example, due to the scarcity of sign language interpreters and real-time captionists as well as other forms of accommodation, we strongly advise that the OSSTF/FEESO office be notified of requests as soon as possible. Accommodation requests should be directed to the appropriate designate.

Individuals who use Assistive Devices

Individuals may use their own assistive devices, such as wheelchairs, scooters, walkers, or other assistive devices when visiting OSSTF/FEESO premises or they may use the devices provided by OSSTF/FEESO, where they are available.

Requirements for the Safe Operation of Assistive Devices

For the safety of everyone assistive devices must be operated in a controlled manner at all times.

Restrictions in the use of Assistive Devices

Due to health and safety reasons some assistive devices will not be permitted in certain areas. If an assistive device cannot fit into an OSSTF/FEESO area or is not permitted into an OSSTF/FEESO area staff will offer to serve members or others with disabilities in another manner, if possible. For example, where appropriate and possible staff will offer the use of an alternative assistive device or bring the goods or services to the individual.

Note that OSSTF/FEESO will not be responsible for loss or damage to property however caused.

The use of Recording Devices

All individuals will respect the confidential nature of meetings and discussions when using recording devices and agreement may need to be reached with respect to the disposition of any recordings.

Transferring On and Off of Assistive Devices

OSSTF/FEESO representatives are not able to provide physical assistance to members or other members of the public such as assistance transferring on or off assistive devices. Members must be able to transfer on and off of their assistive devices independently or with the assistance of their support person.

The Privacy of Accommodation Requests

Requests for accommodation will be kept confidential and subject to the Freedom of Information and Protection of Privacy Act (FIPPA).

Support Person Procedures and Practices

Application

These procedures and practices apply where OSSTF/FEESO provides its goods, services and events on premises it owns or operates and where OSSTF/FEESO members and other members of the public have access.

Support Persons for Individuals with Disabilities

Some individuals with disabilities may require the assistance of a support person to help them access the goods, services and events provided by OSSTF/FEESO. Support persons may be a family member, friend or a trained caregiver. The assistance they provide may include helping someone with personal care, monitoring the individual's health, communication and other forms of assistance.

Support Persons

Individuals with disabilities may enter OSSTF/FEESO premises with their support person and will not be prevented from having access to them while on OSSTF/FEESO premises.

Health and Safety Requirements and the Need for Support Persons

In some situations OSSTF/FEESO will require individuals with disabilities to be accompanied by a support person if one is necessary to protect the health and safety of the person with the disability or the health and safety of others while on OSSTF/FEESO premises.

In these rare incidences the OSSTF/FEESO designate must determine if a support person is required. Decisions will be based on the individual and not on stereotypes about their disability. If no support person is available the designate will determine if an acceptable alternative means of providing goods and services is available or whether services should and can be rescheduled when appropriate arrangements can be made.

The OSSTF/FEESO designate will approach these discussions with sensitivity and discretion.

It should be understood that OSSTF/FEESO representatives are not permitted to provide physical assistance to members or others with disabilities. Support persons must be capable and available to provide assistance if necessary.

Dealing with the Confidential Matters

Consent will be required from any person if their confidential matters are addressed in the presence of a support person or where OSSTF/FEESO determines consent necessary. In some situations support persons may be required to sign a confidentiality statement.

Requests for accommodating individuals with disabilities will be treated as confidential and subject to the Freedom of Information and Protection of Privacy Act (FIPPA).

Notice of Fees for Support Persons

Where admission fees are charged, notice of the fees for support persons who are accompanying a member or others with a disability will be provided in advance.

Service Animals Procedures and Practices

Application

These procedures and practices apply where OSSTF/FEESO provides goods and services on premises it owns or operates and where OSSTF/FEESO members and other members of the public have access.

The Use of Service Animals by Individuals with Disabilities

Service animals provide a wide range of support including, guiding people who are blind, alerting people who are hard of hearing or deaf to certain sounds, emotional support to people with mental illness.

Identifying Service Animals

A service animal may be a guide dog or any other animal that assists a person with a disability. Some service animals are clearly identified by their vest or harness.

If it is not obvious that the animal is a service animal OSSTF/FEESO representatives may ask for a letter from a physician or nurse stating that the animal is required for reasons related to a disability or for a valid identification card or training certificate from a recognized service animal training school such as the Lions Foundation of Canada.

Asking for Service Animal Identification

When asking for service animal identification OSSTF/FEESO representatives will do so with sensitivity and discretion.

Allowing Service Animals onto OSSTF/FEESO Premises

Members or others with disabilities are permitted to keep their service animal with them while on OSSTF/FEESO premises if the public and other third parties are permitted into these areas. An exception exists if the animal is excluded by law. If the animal is excluded by law, OSSTF/FEESO will offer to accommodate the person in another manner.

Service Animals Procedures and Practices

Areas off Limits to Service Animals

Restricting Service Animals By Law

Ontario Regulation 562 under the Health Protection and Promotion Act, states that animals are not permitted where food is prepared, processed, handled, served, displayed, sold, offered for sale, or processed. Exceptions are made for service dogs to allow them into areas where food is served, sold and offered for sale. For example, service dogs are allowed in restaurants but other service animals are not.

Municipal By-Laws

Some municipal by-laws restrict the types of animals permitted in their jurisdictions. Individuals who use service animals are advised to check with the Town or City Clerk's Department of the town or city they will be visiting to make certain that their service animal is permitted in that municipality. If the service animal is not permitted, members and other members of the public are advised to arrange for another form of support, if necessary.

Other Areas Off-Limits to Service Animals

For health and safety reasons OSSTF/FEESO may identify certain areas as off-limits to service animals or to certain types of service animals. If members or other members of the public have concerns or questions they should contact the OSSTF/FEESO office they intend to visit.

Responsibilities of Individuals with Service Animals

Persons with service animals must:

- keep the animal in control at all times;

- not leave the animal unattended;

- make certain the animal is well behaved and as unobtrusive as possible;

- ensure the animal is not a threat to the health and safety of any person or other animals;

- ensure the animal's immunizations are up-to-date; and,

- wherever possible they should clean up after their service animal.

It should be understood that OSSTF/FEESO representatives are not permitted to handle or care for service animals.

Removal of Service Animals from OSSTF/FEESO

For the safety of everyone service animals will be required to leave OSSTF/FEESO if they display the following:

- Threatening behaviour - including aggressive barking, growling or other agressive behaviour.

- Damage to persons or property - owners are responsible for damage caused by their service animal.

- Contagious Illness - where there is a risk that the illness may spread to others

Informing Individuals to Remove Service Animals

When informing a person that their service animal is not permitted on OSSTF/FEESO premises or must be removed from the premises OSSTF/FEESO representatives will explain the reasons why, discuss alternative forms of accommodation and address the matter with sensitivity and discretion.

Fear and Allergic Reactions to Animals

Common allergic reactions and fear of animals are not disabilities. As a courtesy OSSTF/FEESO will attempt to accommodate individuals who have common reactions to service animals.

Although rare, severe and debilitating reactions to animals will be accommodated, by limiting exposure to the animal or by making reasonable efforts to provide services in another manner.

Notice of Temporary Disruptions in Services and Facilities

Application

These procedures and practices apply when there is a temporary disruption in the services or facilities usually used by individuals with disabilities in order to access OSSTF/FEESO premises or its goods, services and events.

Procedures and Practices for Providing Notice
of Temporary Disruptions in Services and Facilities

When a temporary disruption occurs in services and facilities usually used by individuals with disabilities OSSTF/FEESO will make reasonable efforts to provide notice. Examples of these facilities and services include, but are not limited to, ramps, elevators, automatic doors and accessible washrooms. Disruptions that occur due to an extensive power outage do not require notice to be provided since it is widely understood that certain facilities and services will be unavailable at these times.

Content of Notices

Notices of service and facility disruptions will include the following information:

1. the reason for the disruption;
2. the expected length of the disruption; and
3. information on alternative means of accessing the goods, services or events, if they exist.

Format and Placement of Notices

Notices of disruptions will be posted clearly and in a format that is reasonable under the circumstances.

- Notices will be placed in conspicuous locations, such as the entrances of buildings experiencing the disruption, or the site of the disruption, or on the website, or by other methods considered reasonable under the circumstances.

- Visual notices will be provided in large clear print using contrasting colours between the text and its background.

- The format and placement of notices will consider the types of disabilities of members or others who use the disrupted service or facility. For example, when printed notices are used, OSSTF/FEESO will plan how to inform individuals who are blind of the disruption, if they use the disrupted service or facility.

Responsibilities of OSSTF/FEESO Representatives

When becoming aware of an unexpected disruption in services or facilities OSSTF/FEESO representatives will notify the OSSTF/FEESO designate responsible for the disrupted service or facility so that they can follow the notification procedures.

OSSTF/FEESO Responsibilities

OSSTF/FEESO representatives who are responsible for the service or facility experiencing the disruption, or their designate will:

1. Determine a reasonable amount of advanced notice for planned disruptions, such as elevator maintenance and ramps that are blocked due to construction.

2. Provide notice of unexpected disruptions as soon as reasonably possible.

3. Determine an appropriate format and location for notices that will consider the disabilities of members or others who use the service or facility.

4. Identify alternative means of accessing goods and services affected by the disruption, if alternatives exist.

5. Make certain that notices contain the required content, including the location of alternative services, facilities or technologies and how to acquire them.

6. Remove notices at the end of the service or facility disruption.

Reasonable efforts should be made to provide notice so that individuals with disabilities have time to consider alternatives that may be available. For example, due to certain disruptions a member may require additional time to arrange for a support person, or to book transportation services for an alternative meeting date or location.

Feedback Process

Purpose

This feedback and complaints process is intended for comments regarding the manner in which goods and services are provided to individuals with disabilities.

The Importance of Feedback

Feedback helps to identify where changes might be needed so that OSSTF/FEESO can achieve its commitment to providing accessible goods, services and events to all of its members and other members of the public.

Where to Find Information about the Feedback and Complaints Process

Information about the feedback process as well as the Feedback and Complaints Form are available at www.osstf.on.ca/contact. Additionally, OSSTF/FEESO representatives can provide information on how to give feedback or make a complaint.

How to Give Feedback

Feedback may be provided in person, by telephone, in writing, or by email. To improve the ability of OSSTF/FEESO to effectively address feedback it is recommended that it be received as soon as possible.

Making a Complaint at the Local Level or the Provincial Level (Depending upon Who sponsored the Event)

a. Informal Resolution

Complaints about the manner in which services are provided to individuals with disabilities, or about the accommodation provided to them should be addressed with the OSSTF/FEESO representative involved in the situation as soon as possible. The complainant and the OSSTF/FEESO representative can work towards a satisfactory resolution. If a resolution cannot be reached the OSSTF/FEESO representative will inform the individual of the option of making a formal complaint.

b. Formal Complaint Resolution

At this stage, the individual will be directed to the General Secretary who will assign someone to work with them towards a resolution.

Alternatively, they may complete a Feedback Form which will be forwarded to the appropriate Associate General Secretary.

c. OSSTF/FEESO Review of Complaints

After reviewing the formal complaint information the complainant will be contacted about the progress of the complaint.

d. Appeal to the General Secretary

If a satisfactory resolution is not achieved, an appeal may be forwarded to the General Secretary or their representative who will work with the parties involved to towards a resolution.

Accessible Formats of Feedback Proceedings

Information pertaining to the feedback and complaints process, including the Feedback and Complaints Form, will be provided in a format that takes the person's disability into consideration.

Feedback about Others Providing Goods and Services on Behalf of OSSTF/FEESO

Individuals or organizations providing goods or services on behalf of OSSTF/FEESO must follow the Feedback Process and assist OSSTF/FEESO with investigations and provide all relevant information when requested.

Confidentiality

Information pertaining to members or other members of the public, their complaint, and any persons, who may be named in the complaint, will be held in confidence subject to the Freedom of Information and Protection of Privacy Act (FIPPA).

Contact Information

Feedback and complaints about situations that occurred at the Provincial Office located at 60 Mobile Drive should be directed to:

TEL 416.751.8300
TEL 1.800.267.7867
FAX 416.751.3394

www.osstf.on.ca/contact
60 Mobile Drive, Toronto, Ontario M4A 2P3

Feedback and complaints about local functions or events should be directed to the local office. Individuals will develop and publicize their feedback and complaint process.

Part 3

Considerations for District Offices and Bargaining Units

Considerations for District Offices and Bargaining Units for Implementing the Accessibility Standards for Customer Service

The following section identifies tasks and accessibility issues that District Offices and Bargaining Units should consider in order to prepare to comply with the Accessibility Standards for Customer Service and to help them assist individuals with disabilities to receive goods and services.

This section should be reviewed in conjunction with the Provincial Accessibility Compliance Statements, Procedures and Practices. If the Provincial Accessibility Procedures and Practices do not adequately address the unique accessibility issues of your District Office or Bargaining Unit you may need to customize these procedures and practices to your specific needs.

Assisting Individuals with Disabilities to Access Goods and Services

District Offices and Bargaining Units must consider how they will assist individuals with disabilities in accessing the services they provide.

- Identify challenges in providing accessible services to individuals with different types of disabilities.

- Consider how you might assist individuals with different disabilities in accessing the goods and services provided by your District Office or Bargaining Unit.

- When determining how to provide services or information to individuals with disabilities ask them for suggestions.

- Determine how requests for accommodations or assistance can be made, such as through the website, by phone, in person, by email, or by other means.

- Determine where accommodation forms will be made available, such as through the website, at reception desks, and/or other locations

- District Offices and Bargaining Units may choose to indentify an individual, or staff position or department to deal with accommodation requests and for making accommodation arrangements, such as booking sign language interpreters.

The use of Assistive Devices by Individuals with Disabilities

District Offices and Bargaining Units should consider how they will address the use of assistive devices by individuals with disabilities. The devices may be provided by the District Office and Bargaining Unit or the device may belong to the member.

- Individual designates must be aware of the assistive devices provided to individuals with disabilities for the purpose of accessing goods and services. Identify assistive devices and services, such as wheelchairs, magnifying glasses, and sign language interpretation that your office makes available.

- Identify situations and places where certain assistive devices may not be allowed. For example, a large scooter may create a health and safety hazard in a small and crowded meeting room.

- If you determine that an assistive device should not be permitted in an area offer to accommodate the member in another manner and abide by the guiding principles of the Accessibility Standards for Customer Service. Discuss the matter with the individual as soon as possible so that an alternative means of providing services can be determined.

- Determine how individuals with disabilities will be accommodated if a device is not permitted in an area. For example, if a scooter is not allowed in a crowded meeting room does your office have a wheelchair available for the member to use?

- The Accessibility Standards for Customer Service under the AODA does not state that organizations and unions are required to keep assistive devices on hand, but they are required to make reasonable accommodations for individuals with disabilities. In some situations this could involve providing sign language interpretation or real-time captioning services, offering materials in large print or other forms of assistance.

Allowing Service Animals onto Your Premises

District Offices and Bargaining Units should consider how they will address the use of assistive devices by individuals with disabilities. The devices may be provided by the District Office and Bargaining Unit or the device may belong to the member.

- Identify areas where service animals or certain service animals are restricted. When determining restrictions consider health and safety issues and the law.

- In addition, some municipalities may restrict certain types of animals or breeds of animals from their jurisdictions.

- Refer to Ontario Regulation 562 under the Health Promotion and Protection Act which restricts animals from areas where food is prepared, processed, handled, served, displayed, sold, offered for sale, or processed. Service dogs are exempt from most restrictions under the Act. For example, service dogs are allowed in restaurants but other service animals are not. For further information please go to *http://www.e-laws.gov.on.ca/html/regs/english/elaws_regs_900562_e.htm*

- Some municipalities restrict certain animals from their jurisdictions. Inform members and other visitors to check with the City or Town Hall in your municipality prior to visiting your location, for information pertaining to animals restricted by law.

- Offer to serve members and other visitors in another manner if their service animal is not permitted on the property that the office owns or operates or in certain areas of the District Offices and Bargaining Units, such as the cafeteria. For example, you might offer to conduct meetings by telephone or a member may consider being accompanied by a support person instead of a service animal while visiting your office.

The use of Support Persons by Individuals with Disabilities

Under the Accessibility Standards for Customer Service individuals with disabilities are permitted to enter your premises with their support person and to have access to that person while on your premises.

- Determine areas or situations where support persons may not be permitted to stay with members or others. For example, in-camera meetings or washrooms.

- Make certain that individuals with disabilities have access to their support persons when necessary.

- Determine situations where you may require confidentiality agreements between the member and/or the support person to be signed.

- Determine the circumstances in which individuals will be required to be accompanied by a support person for the health and safety of the person with the disability or others.

- Determine if situations exist where an admission fee might be charged to a support person accompanying a person with a disability.

- Determine how advanced notice of a fee charged to a support person, if any, will be provided, such as on promotional materials and on the website.

- The Accessibility Standards for Customer Service under the AODA does not address whether or not a fee may be charged to support persons for admission or in connection with their presence on your premises and what that fee should be. It simply states that notice of the fee, (if any) must be provided in advance. When determining the fee charged to support persons, please keep in mind the Canada Transportation Agency (CTA) Decision No. 6-AT-A-2008 also known as the "One Person One Fare" case. The Executive Summary can be found at *http://www.otc-cta.gc.ca/decision-ruling/decision-ruling. php?type=d&no-num=6-AT-A-2008&lang=eng*

Providing Notice of Temporary Disruptions in Services and Facilities used by Individuals with Disabilities

Notice must be provided of temporary disruptions in services or facilities that are used by individuals with disabilities to access goods and services.

- Identify facilities and services that are used by individuals with disabilities to access goods and services. Some examples include ramps, elevators, escalators, accessible washrooms, real-time captioning, and sign language interpretation services.

- Determine alternatives to these services and facilities in the event of a temporary disruption.

- Identify who will be responsible for providing notices if a disruption occurs.

- Determine where and in what format notices will be provided. For example, notices may be posted at entrances and at the site of the disruption, posted on-line, by means of recorded telephone messages, through the use of emails sent to specific members, and other reasonable methods.

- Provide notices in a manner that is accessible to all users.

Feedback and Complaints about the Manner in which Services are Provided to Individuals with Disabilities

Individuals with disabilities must be able to provide feedback about the manner in which services are provided.

- Determine how individuals can provide feedback and make complaints about the manner in which services are provided to individuals with disabilities. Feedback should be permitted through multiple service channels, such as by telephone, through the website, by email, in person, and other methods.

- Determine where information about the feedback and complaints process can be found, such as the reception counter, on the website, or at other locations. Information about the feedback and complaints process should be available through multiple service channels

- Determine who will be responsible for addressing feedback and complaints and for determining a resolution.

- Your District Office or Bargaining Unit may wish to state next steps in the complaint process in the event that a satisfactory resolution is not reached at this stage.

- Inform others providing goods and services on behalf of the organization about the feedback process

- Instruct third party providers to present all relevant feedback and complaint information when requested.

- Provide all information pertaining to the feedback and complaints process in an accessible format upon request.

Accessible Customer Service Training

Anyone who interacts with members and other members of the public, and anyone involved in developing policies, procedures or practices that deal with the provision of goods and services must receive accessible customer service training.

- Identify staff, volunteers, agents and others who must be trained.

- Make certain that applicable personnel receive training as required under the Accessibility Standards for Customer Service.

- Decide upon an appropriate amount of training.

- Decide upon appropriate training formats.

- Determine timelines for training. Existing OSSTF/FEESO designates must be trained on or before January 1, 2012.

- Determine how on-going training will be addressed. (Training must be on-going as new personnel assume the applicable duties and as changes are made to the accessibility policies, procedures and practices, and as changes are made to the assistive devices provided to individuals with disabilities.)

Keeping Records of Accessible Customer Service Training

• Determine a process for keeping training records that includes the dates on which training occurred and the number of people trained. These training records must be provided to the pubic upon request.

Provide the Documents required under the Accessibility Standards for Customer Service in a Format that Considers the Persons Disability

• If requested by a member or another member of the public, provide the Accessibility Compliance Statements, Procedure and Practices and records of the number of people trained and the dates on which training occurred in accessible formats.

• Provide invoices, including registration information in accessible formats upon request.

Confirming Training Obligations

• Determine how the fulfilling of training obligations will be confirmed for the purpose of completing reporting requirements set out by the Ministry of Community and Social Services.

Part 4

AODA and Accessible Customer Service Compliance Tools, Samples, Checklists and Frequently Asked Questions

Accessibility Standards for Customer Service Checklist

Yes	No	Have the following requirements been completed?
		1. Use reasonable efforts to ensure that the provision of goods and services to persons with disabilities is done in a manner that adheres to the following principles:
		• Respect for Dignity
		• Respect for Independence
		• Integration with Others
		• Equality of Opportunity
		2. Develop the required policies, procedures and practices. Identify restrictions where applicable.
		• The provision of goods and services to persons with disabilities
		• The use of assistive devices by people with disabilities
		• The use of service animals by people with disabilities
		• The use of support persons by people with disabilities
		• Providing notice of temporary disruptions in services and facilities (Process)
		• Feedback and complaints about the manner in which goods and services are provided to customers with disabilities (Process)
		• Training (Compliance Statements)
		3. Train applicable staff, agents, volunteers and others on the purpose of the AODA; the requirements of Ont. Reg 429/07; how to interact and communicate with people with disabilities; how to interact and communicate with people who use assistive devices, service animals or support persons; what to do if someone is having difficulty accessing goods and services; your accessible customer service policies, procedures and practices; and the assistive devices you make available.
		4. Keep records of training (dates and numbers trained)
		5. Provide notice that the required documents are available upon request
		6. Provide the documents in a format that considers the person's disability
		7. When interacting with someone with a disability communicate in a manner that considers the person's disability

Sample Accessibility Accommodation Request Form

The Accessibility Accommodation Request Form should be completed for accommodation requests for people with disabilities and where the accommodation cannot be readily provided, requires advanced booking, requires approval, or where the appropriate accommodation is uncertain.

Date _____

Name _____

Address _____

Phone Number _____

Email _____

Other Contact _____

Type of Accommodation Requested _____

Date accommodation is required _____

Service or Event the Accommodation is requested for.

If you require the accommodation for a specific service or event please provide details.

Name of the event or service _____

Workshop name (if applicable) _____

Location of the service or event _____

Member/Customer Signature _____

Member's District/Bargaining Unit _____

This Accessibility Accommodation Form was completed by OSSTF/FEESO representative

Name _____

Phone Number _____

Email _____

Confidentiality Statement: The information provided here will help us to support you in accessing OSSTF/FEESO goods, services and events and is subject to the confidentiality restrictions of the Freedom of Information and Protection of Privacy Act (FIPPA).

Sample Feedback Form

Date: _____   **Event:** _____

Name: _____

Briefly explain the reasons for your feedback

_____

_____

_____

_____

_____

Were you able to receive the service, information or event you wanted?

___ Yes   ___ No

If you answered "No", please explain why?

_____

_____

_____

_____

_____

If you experienced difficulty due to an accessibility barrier in the building or in the way we provide our services please explain.

_____

_____

_____

_____

Please provide your contact information.

Name: _____

Phone: _____

Email: _____

Address: _____

Thank you. *Confidentiality Statement:* The information provided here is subject to the confidentiality restrictions of the Freedom of Information and Protection of Privacy Act (FIPPA).

Sample Record of Feedback

Staff/Designate Information - For Office Use Only

Date: _____   **Staff or Designate Name:** _____

Contact Information: _____

1. Staff/Designate Observations or comments:

_____

_____

_____

_____

_____

_____

_____

_____

2. Required Next Steps:

_____

_____

_____

_____

_____

_____

_____

3. Action Summary:

_____

_____

_____

_____

_____

_____

_____

Confidentiality Statement: The information provided here is subject to the confidentiality restrictions of the Freedom of Information and Protection of Privacy Act (FIPPA).

Sample Notices of Disruption

We're Sorry

September 19, 2012

Dear Members,

The accessible washroom on the first floor is closed for repairs. We expect it to be open tomorrow, Thursday September 20.

Please use the accessible washrooms on the second and third floors. The elevators are located in the lobby.

We apologize for the inconvenience.

If you have any questions please contact us at:

Telephone: 416-123-456-7890
TTY: 123-456-7899
Email: OSSTF/FEESO@abc.ca

Thank you

Sample Notice of Disruption

Temporary Disruption

May 10, 2012

Dear Visitors,

The automatic doors are out of service. We expect them to be operating tomorrow, Friday, May 11.

Please use the automatic doors on the south side of the building (on XXX Street) or knock on the door and the receptionist will assist you.

We apologize for the inconvenience.

If you have any questions please contact us at:

Telephone: 416 - 123 - 456 - 7890
TTY: 123 - 456 - 7899
Email: OSSTF/FEESO@abc.ca

Thank you

Sample Notice of Disruption

Service Disruption

August 15, 2012

The sign language interpreter scheduled for today's workshop has called in sick. Unfortunately with this short notice we have been unable to find another interpreter.

Everyone who registered has been contacted by e-mail.

XXX can be found at (their location within the workshop venue and/or how to locate them)

XXX Telephone

XXX E-mail

OSSTF/FEESO Contact Information

Telephone: 416-123-456-7890
Email: OSSTF/FEESO@abc.ca
TTY: 123-456-7899

We apologize for the inconvenience.

Please contact XXX for further information about …

(In some cases you may decide to reschedule the workshop, or book a real-time captionist if available and if this can accommodate attendees, or perhaps offer compensation to those affected).

Sample Training Record

Name of OSSTF/FEESO Designate	Department	Job Title
Supervisor	Location	Date

Accessible Customer Service Training	Date	Name of Trainer	Names of Trainee(s)

On-going Training	Comments	Date	Comments	Date
Changes to policies, procedures and practices				
Changes to assistive devices made available to individuals with disabilities				

OSSTF/FEESO Office or Department Specific Training	Date	Signature of Trainer	Signature of Trainee
eg: changes to the assistive devices provided by select offices or office or department specific procedures and practices			
Assistive devices			

Frequently Asked Questions

The following questions and answers include samples of situations that you may encounter when providing services and accommodating individuals with disabilities. The answers given are suggestions and you may find other options to be more suitable to your situation.

OSSTF/FEESO designates are encouraged to work with the individual they are serving and discuss accommodation ideas or concerns in order to meet the needs of all parties.

1. Are buildings required to be accessible by January 1, 2012?

The Accessibility Standards for Customer Service does not deal with the built environment. It has been enacted to facilitate the ability of individuals with disabilities to receive goods and services through accessible customer service that includes implementing specific policies, procedures and practices and interacting and communicating with individuals in a manner that considers their disability.

2. How should we accommodate individuals who use wheelchairs or scooters if our meetings have previously been held in inaccessible places?

Look for an accessible location for your meetings, such as an accessible restaurant, community centre or perhaps a local school. Consider the accessibility of the pathways leading to the location, the accessibility of washrooms and the availability of accessible transit, if necessary. In some situations the use of teleconferences or video conferences may be sufficient but attempts should be made to find a space where all members can attend in person. Remember to discuss the matter with the individual and include them in the process.

3. Who must be trained by January 1, 2012?

The Accessibility Standards for Customer Service requires that the following individuals be trained by January 1, 2012:

a) anyone who deals with members or other members of the public on behalf of OSSTF/FEESO, whether they do so as elected or appointed officials, employees, volunteers, agents, or otherwise; and,

b) anyone who participate in developing OSSTF/FEESO policies, procedures and practices dealing with the provision of goods and services to members or other members of the public.

For additional information refer to Accessibility Compliance Statements, in the OSSTF/FEESO Accessibility and AODA Accessible Customer Service Compliance Guide.

4. After all applicable persons have been trained by January 1, 2012 will additional training be required in the future?

Yes, under the Accessibility Standards for Customer Service training will be required in the following cases.

a) Existing appointed or hired designates and others operating on behalf of OSSTF/FEESO will require training once they assume the applicable duties listed above.

b) Newly appointed or hired designates or others providing goods and services on behalf of OSSTF/FEESO will need to be trained as soon as practicable if they assume the applicable duties.

c) On-going training is required when changes are made to compliance statements, procedures and practices dealing with providing goods and services to members, the public and other third parties, and when changes are made to the assistive devices OSSTF/FEESO makes available to individuals with disabilities when accessing services.

5. If someone arrives with an animal that appears to be a pet and not a service animal, what should be done?

The law allows for individuals with disabilities to be accompanied by their service animal on premises owned or operated by the service provider. If it is not obvious that the animal is a service animal the individual may be required to provide a letter from a physician or nurse, or a valid identification card or training certificate from a recognized service animal training school, such as the Lions Foundation of Canada.

For additional information refer to Service Animals Procedures and Practices in the OSSTF/FEESO Accessibility and AODA Accessible Customer Service Compliance Guide.

6. **How do we serve a member with a service animal and someone else who has an allergy to animals?**

Common allergic reactions are not considered disabilities. However OSSTF/FEESO designates are expected to work with members and others to address their needs. Some suggestions include offering the individual a space in a well ventilated area, offering to serve them in another manner such as at another time or in another setting, or where suitable, providing information to them by phone or in another format.

Although rare, individuals with severe and debilitating reactions to animals must be accommodated, perhaps by limiting exposure to the animal or by making reasonable efforts to provide services in another manner.

Where possible, OSSTF/FEESO designates should consider providing advanced notice of the presence of service animals at meetings and events.

For additional information refer to Service Animals Procedures and Practices in the OSSTF/FEESO Accessibility and AODA Accessible Customer Service Compliance Guide.

7. **If a service animal is threatening and aggressive must it still be allowed onto OSSTF/FEESO premises?**

Owners are responsible for their service animals and must keep the animal in control at all times. Service animals must not be a threat to the health and safety of any person or other animals. Service animals displaying threatening behaviour, causing damage to persons or property or that have a contagious illness will be asked to leave meetings and events or OSSTF/FEESO premises. In the unlikely event that this occurs OSSTF/ FEESO designates are expected to work with the individual towards finding an alternative means of accommodation them.

For additional information refer to Service Animals Procedures and Practices in the OSSTF/FEESO Accessibility and AODA Accessible Customer Service Compliance Guide.

8. How can we accommodate members with sensitivities to certain scents?

Depending on the severity, allergies or sensitivities to scents may not be considered disabilities but OSSTF/FEESO strives to make certain that all members can participate in the opportunities it offers.

Prior to meetings and events OSSTF/FEESO designates should consider sending out notices to remind participants to avoid the use of scented products, such as scented shampoos, deodorants, and laundry products. In situations where events are held in locations that are not owned or operated by OSSTF/FEESO, such as restaurants or hotels, designates should discuss the matter with the venue operators in advance of the event.

9. How should we deal with privacy and consent issues if a support person accompanies an individual with a disability into a meeting where the confidential information of OSSTF/FEESO is discussed or in situations where the member's confidential information is discussed?

This matter should be addressed with the individual who requires the support person. Applicable privacy laws and professional obligations should always be followed. It may be determined that the support person should sign a confidentiality statement or it may be suitable for a support person to wait outside a meeting room during confidential discussions. Where the member`s confidential information is discussed you may ask them to sign a statement allowing the support person to be present.

For additional information refer to Support Person Procedures and Practices in the OSSTF/FEESO Accessibility and AODA Accessible Customer Service Compliance Guide.

10. What are alternate formats?

This refers to providing documents or information in a manner that is easier for individuals with disabilities to access. The range of alternative formats is growing with changes in technology. The most common forms of alternative formats requested includes: large font size, email, audio, reading out loud, and others.

11. Are we required to provide assistive devices to individuals with disabilities who are having difficulty accessing services?

The Accessibility Standards for Customer Service does not state that organizations or unions must provide assistive devices to individuals with disabilities, but service providers must make reasonable efforts to accommodate individuals who wish to access goods and services. In some situations, reasonable efforts might involve providing certain assistive devices.

12. What do we do if someone is having difficulty operating their scooter or other assistive device in a safe manner?

For the safety of everyone assistive devices must be operated in a controlled manner at all times. If there is concern for the health and safety of the individual or anyone else you should discuss other options with them. For example, perhaps the venue has a wheelchair available that may be more suited to smaller settings, such as a small meeting room.

For additional information refer to Providing Goods and Services to Individuals with Disabilities including the Use of Assistive Devices in the OSSTF/FEESO Accessibility and AODA Accessible Customer Service Compliance Guide.

Part 5

Barriers to Accessibility

Where to Look for Barriers to Accessibility

Attitudinal Barriers are the negative attitudes or stereotypes about people with disabilities.

Identifying Attitudinal Barriers

- Negative assumptions about the abilities of people with disabilities

- Feeling uncomfortable with people who have disabilities

- Locating activities, meetings or events without consideration given to the accessibility of venues or the availability of transit

- Activities, programs or opportunities that are not accessible

Addressing Attitudinal Barriers

- Seeing the person, not the disability

- Treating people with disabilities as you would want to be treated

- Permitting people with disabilities enough time to communicate and to do tasks in their own way

Systemic Barriers include policies, practices or procedures that discriminate against people with disabilities

Identifying Systemic Barriers

- Lack of participation of people with disabilities in activities, services, programs and employment

- Lack of trained staff to provide instruction or extra support

- Location of services or events where transit is not available and the venue is inaccessible

- Lack of sufficiently scheduled breaks in meetings or activities to allow adequate time for meals, washroom breaks, or relieving service animals.

- Scheduling meetings and workshops with insufficient time to arrange for accommodation

- Interview practices that do not provide accommodations upon request, postings and scheduling interviews with insufficient time to arrange for accommodations, such as a support person or accessible transit.

Addressing Systemic Barriers

- Scheduling programs, meeting or events with consideration given to the time required to book transit, interpreters, and real-time captionists, and to provide materials in accessible formats

- Posting ads and promotional material in accessible formats Information relevant to people with disabilities is easily available in appropriate formats, such as providing information about outdoor areas for service animals

Information and Communication Barriers occur when a person cannot gain access to information or cannot understand the information due to its format.

Identifying Information and Communication Barriers

- Small or unclear font styles and point sizes

- Signage and notices that are faded, hidden, unclear, or poorly located

- People who speak too quickly or unclearly when giving information or leaving telephone messages

- Stringing too many instructions together

- Using jargon, terminology or complex words when speaking to the public

- Announcements that cannot be heard due to noise or poor technology

- Schedules, maps and posters that are visually cluttered and confusing

- Websites that do not have options for colour contrast, large print, or screen readers

- Web sites that are cluttered and difficult to navigate.

Addressing Communication and Information Barriers

- Information is given with consideration to wording, volume, size, print, speed and clarity of speech

- Printed material are available in large clear fonts using contrasting colours between the text and background

- Availability of material in an alternative format such as Braille, audio, visual, etc.

- Staff are trained to use telephone relay

- Information for the public is given in plain language without jargon

Technological Barriers occur when a technology cannot be modified to support various assistive devices, such as computer software that cannot support screen reader software.

Identifying Technological Barriers

- Lack of audio announcements of floors on elevators

- Lack of visual alarms

- Lack of volume control on telephones

- Lack of automatic door for exterior doors and heavy interior doors

- Websites that do not follow W3C Guidelines

- Lack of magnifiers for books or computer monitors

Addressing Information and Communication Barriers in Technology

- Telephones equipped with volume controls

- Computer websites that accommodate or provide screen readers, large print options, contrasting colours and are logically organized and easy to navigate

- Accessible controls and features on office equipment

Architectural Barriers result from the design of the building, shape of the room or width of doorways and hallways

Identifying Architectural Barriers

- Inadequate maneuvering space due to the shape and dimensions of rooms, width of doorways, hallways, stairways, and inaccessible bathrooms

- Lack of elevators in multi story buildings

- Theatres and auditoriums that offer poor acoustics and a poor view of the stage for people in wheelchairs

Addressing Architectural Barriers

Ensure that all buildings, structures, complexes meet or exceed building code requirements for accessibility and the Built Environment Standards.

- Provide adequate maneuvering space for people in wheelchairs and those who use other assistive devices

- A variety of accessible seating is offered in auditoriums and theatres

- Main entrances are accessible, well marked, well lit, with clearly visible signage

- Provide accessible parking and accessible passageways near main entrances

- Physical Barriers result from inaccessible additions to an interior or exterior environment such as furniture, planters, hardware, lighting, signage, etc.

Identifying Physical Barriers

- Lack of adequate lighting in rooms

- Lack of audio equipment for meetings

- Workstations, storage areas and closets that are not accessible

- Reception counters that are too high for people of short stature or people who use wheelchairs

- Information desks that are not visible or easily found when entering a building

- Floors, walls and signage that are not in contrasting colours

- Steps that are not clearly visible

- Placement of furniture and fixtures that obstruct passageways and block the ability to reach or touch textile signage

- Locks, fixtures, or controls that are difficult to manipulate

- Street furniture such as mailboxes, and benches that obstruct walkways

Addressing Physical Barriers

- Place items so that they are reachable for people of short stature or those who use assistive devices

- Provide adequate space for assistive devices along with a space where they can be parked if necessary

- Place overhanging plants, signs, banners, etc. so that they do not obstruct pathways or cause overhead bumping hazards.

Part 6

Interacting with People with Disabilities

Accessible Customer Service Tips

Serving People who use Service Animals

Types of Service Animals: Guide dog, Hearing alert animal, Mobility assistance animal, Seizure response animal, Emotional support animal

- A person's need for a service animal is not always obvious.

- Do not distract service animals by talking to them, petting them, offering them food or in any other way - they are working.

- Some service animals may be identified by the vest or harness they wear but many service animals have no identifiable features.

- Under the Health Protection and Promotion Act, only registered service dogs are allowed in areas where food is served, displayed and sold.

- If the service animal is not permitted into an area, offer to accommodate the person in another manner.

Serving People who require a Support Person

- The need for a support person is not always obvious.

- The focus of your service and conversation should be the person with the disability, not their support person.

- Receive consent if confidential information is addressed in the company of a support person.

- Support persons provide a wide range of assistance which may include help with communication, mobility, personal care, help transferring on and off of wheelchairs and scooters and other forms of assistance.

Serving People who use Assistive Devices

- Never touch a person's assistive device without their consent.

- Do not move a person in a wheelchair until they have indicated that they are ready to move. Avoid uneven pathways. Before leaving them ask how they would like to be positioned.

- If speaking to someone in a wheelchair or scooter for an extended period of time sit so that you are eye level with them, if possible.

- If an assistive device is not permitted into an area for health and safety reasons, offer to serve the person in another manner, if possible. For example, staff may be able to bring the service or items to them.

Serving People with Vision Loss

- Identify yourself when you approach the person.

- Address them by name so that they know you are speaking to them.

- Do not walk away without telling them you are leaving.

- Do not assume they cannot see you.

- Do not be uncomfortable using words like "look" and "see".

- When guiding someone, offer your elbow. Inform them of changes in the walking surface and of obstacles on the pathway and above.

- Do not leave the person in the middle of a room. Guide them to a comfortable location.

- When seating them make certain there are no obstacles near the chair.

- If you are giving directions or verbal information, be specific. Indicate direction by using their left or right. Inform them of potential obstacles.

- Write in clear print using contrasting colours between text and background

- Offer to read notices, forms or other information.

- Consider providing information in large print, audio format, electronically or Braille.

Serving People who are Hard of Hearing or Deaf

- Attract the person's attention by gently tapping them on the shoulder or gently waving your hand

- Face them when you are speaking

- Ask how they would like to communicate

- If they have a sign language interpreter, speak to the person who is deaf, not their interpreter.

- Do not obstruct your face by placing your hands over your mouth.

- When giving information be clear and precise.

- If the room is noisy move to a quieter area, if possible.

- Bell Relay (heard of hearing, deaf and speech disabilities)
    – Voice callers: 1-800-855-0511
    – TTY/Teletypewriter users: 1-800-268-9242

Serving People who are Deaf – Blind

- Some people who are deaf-blind have some sight and hearing while others have none.

- They will likely be accompanied by an intervenor who will assist them with communication, wayfinding and various activities.

- The focus of the conversation should be the person with the disability, not their intervenor.

Serving People with Physical Disabilities

- Ask the person if they would like assistance and how they would like to be assisted.

- Be patient and allow them to do things in their own way.

- If speaking to someone in a wheelchair or scooter for an extended period of time sit so that you are eye level with them.

- Do not touch or move assistive devices without the person's consent, unless it is an emergency.

- Keep passageways and customer circulation routes clear of obstacles.

- Provide clear signage indicating washrooms, telephones, information counters, meeting rooms, and other main points of service or interest.

- Provide a place to sit while waiting for service.

- Allow for set appointments especially if wait lines or queue lines are present.

Serving People with Speech or Language Disabilities

- If you do not understand the person do not pretend that you do. Ask them to repeat the information.

- If possible ask questions that can be answered with a "Yes" or "No" response.

- Keep questions and instructions short.

- Pause regularly to allow the individual time to process information.

- Be patient and give the person plenty of time to communicate.

- Do not interrupt.

- Keep a pen and paper handy and if appropriate, offer it to them.

- If possible reduce or eliminate background noise or move to a quieter place.

- If using the telephone ask them if they would like to communicate by using Bell Relay, (if they have a TTY machine), or electronically.

- If necessary request that a support person assist with communication.

Serving People who have Intellectual or Developmental Disabilities

This disability is not always obvious, but may affect the way a person asks questions or uses/interprets body language.

- Do not assume what they can and cannot do.

- If you do not understand the person, do not pretend that you do.

- Speak directly to them, not to their support person.

- Speak clearly, using short sentences and avoid using jargon, acronyms and slang.

- Give one piece of information at a time. Do not overburden the person with unnecessary information.

- Be aware of clues they may give that might indicate that they are unable to read and comprehend material.

- Casually offer to read written information if you sense that they are not able to comprehend it themselves.

- Rephrase as necessary.

Serving People with Mental Health Disabilities

Usually persons with mental health disabilities do not require special assistance, but on occasion you may meet someone who is having difficulty controlling their symptoms.

- Speak clearly and calmly.

- Be confident, reassuring and respectful.

- Listen carefully and work with the person to assist them.

- Give information in a clear and well organized manner.

- If possible remove noisy or distracting items or move away from them.

Communicating by Telephone

- When calling let the phone ring several times.

- Clearly articulate information. Do not speak in a soft or rushed voice. Avoid background noise.

- Speak slowly enough for the other person to write down information

- Phone numbers should be stated twice

- If speaking to someone with a speech disability, ask questions that can be answered with a "Yes" or "No" response. Ask if they would like to communicate electronically or by use of a support person or (if they have a TTY machine) by using Bell Relay,

How to use a TTY

TTY (Teletypewriter) is a device that allows users to send typed messages across phone lines. Many people who are Deaf, deafened, hard of hearing, or who are deafblind may use TTYs to call other individuals.

This device generally has a keyboard and display that lets the user send and receive typed messages over telephone lines. People who are deafblind may use an additional large print or Braille display to read the typed messages.

A stand-alone TTY must communicate with another TTY. TTY users can directly call other TTY numbers or they can call a Relay Service. The Relay Service operator will receive the messages on a TTY and relay the messages, by standard phone, to a person who does not have a TTY. A standard phone user can also place a call through the Relay Service operator to a TTY user.

If your business or organization has a TTY, learn how to operate the device.

To make a TTY call:

1. Push the "ON" switch.

2. Push the DISPLAY switch if you wish to use the screen alone, or the PRINT switch if you want what is typed both on screen and in print.

3. Place the telephone receiver on the TTY's rubber receptacles. Make sure that the receiver is firmly in place and that the telephone's receiver cord is on the LEFT side of the TTY.

4. Check the telephone indicator light; if it is lit, you have the line.

5. Dial the number, and watch the telephone light; if it is flashing slowly, this indicates that the device on the other end is ringing.

6. When the person you are calling answers, you will see a phrase appear on the screen such as: "Hello, this is Richard GA." The "GA" stands for Go Ahead – Don't forget to use "GA" whenever you have finished what you are saying, so that the other person will know it is his/her turn.

7. When you wish the call to end and you wish to advise the other person, type GA or SK ("Stop keying"). The person will respond by "SK" if he/she agrees. Be courteous - wait until the other person indicates "SK" before hanging up.

Note:

- The person who receives the call is always the one who starts typing first.

- Always switch the TTY "OFF" as soon as you have finished the call.

SOURCE: Taken from the Accessibility Directorate of Ontario, of the Ministry of Community and Social Services. Queens Printer for Ontario, 2008

Meeting with People with Disabilities in their Homes

Wherever possible this option should be avoided but if this cannot be avoided, appropriate safety protocols should be developed.

- Confirm details of the visit in advance, such as expected time of arrival and duration of the meeting. If you are detained inform the person as soon as possible.

- If the nature of the person's disability requires information in an accessible format, such as large print, determine the appropriate format prior to arrival

- Where necessary determine an appropriate method of communicating prior to arrival. This may be necessary for people with speech disabilities, learning disabilities, people who are hard of hearing or deaf and others.

- Give ample time for them to open the door.

- Introduce yourself clearly and show identification.

- Leave furniture and all items exactly as they were when you arrived to ensure that items can be found and are within reach and that furniture and other items do not create a tripping hazard.

Part 7

Accessible Communication and Information and the Format and Placement of Notices

Use the Right Words

When referring to a person with a disability, refer to the person first.
The individual should be the focus of your communication, not their disability.

Do Not Use	Use
Handicapped, invalid, cripple, the disabled	Person with a disability or who has a disability, people with disabilities
The aged	Seniors
Blind person, the blind	Person who is blind or visually impaired
The deaf person	Person who is deaf
Confined to a wheelchair, wheelchair bound	Person who uses a wheelchair
Dumb, mute	Person who is unable to speak, uses synthetic speech or who has a communication disorder
Epileptic, suffers from fits	Person who has epilepsy or a seizure disorder
Learning disabled, the dyslexics	Person who has a learning disability Person who has dyslexia
Mentally retarded, feeble minded, slow	Person who has an intellectual disability People with learning disabilities
Mentally ill, psycho, crazy, neurotic, psychotic	Person who has a mental disability Person who has depression Person with schizophrenia
Midget, dwarf	Person of short stature, Person who has a form of dwarfism
Mongoloid, mongolism	Person with Down's Syndrome Person with an intellectual or developmental disability
Normal	Person who does not have a disability
Physically challenged	Person with a physical disability
Spastic	Person who has muscle spasms
Visually impaired	Person with a visual impairment

Taken in part from the Accessibility Directorate of Ontario, of the
Ministry of Community and Social Services. Queens Printer for Ontario, 2005

Communicating in Writing and the Format and Placement of Notices

Communicating in Writing

- Use plain language and avoid unnecessary jargon and acronyms.

- Use appropriate language etiquette.

- Use a clear font such as Arial

- Avoid the use of bold and italics

- Use 12 point font size or larger for the general public

- Use contrasting colours between the text and background

Format and Placement of Notices

- Use large clear print with contrasting colours between the background and text.

- Do not clutter notices with unnecessary information

- The format and placement of notices should be accessible to persons with various disabilities. For example, notices of an elevator that is unavailable should be placed at a height that is noticeable by persons using wheelchairs as well as others.

Making Information Accessible

Everyone has the right to access public information. If a person cannot access a public document because of a disability, they are being denied their right to access.

What are alternate formats?

Alternate formats are other ways of publishing information besides regular print. Some of these formats can be used by everyone while others are designed to address the specific needs of a user.

Why do we need to provide information in other formats?

Some people cannot read because of their disability.
This can include people who:

- are blind or have low vision
- have an intellectual or other cognitive disability
- cannot hold publications or turn pages because of a physical disability
- have difficulties accessing information on the Internet, or
- have difficulties watching or hearing video presentations.

By providing alternate formats, everyone can access your information.

Examples of Alternative formats

Large Print

This helps people who have low vision. Large print materials should be prepared with a font (print) size that is 16 to 20 points or larger.

Screen readers

This software converts text that is displayed on a computer monitor to voice (using a speech-synthesizer) or to Braille.

Braille

This is an alternative format for people who are blind or deafblind. It is a tactile system of raised dots representing letters or a combination of letters of the alphabet. Braille is produced using Braille transcription software.

Audio Format

This is an alternative format for people with a visual, intellectual, developmental, or learning disability who are unable to read print.

Captioning

Captioning translates the audio portion of a video presentation by way of subtitles or captions. They usually appear on the bottom of the screen. Captioning may be closed or open. Closed captions can only be seen on a television screen that has a device called a closed caption decoder. Open captions are "burned on" a video and appear whenever the video is shown. Captioning makes television programs, films and other visual media with sound accessible to people who are deaf or hard of hearing.

Windowing

Windowing lets people who are Deaf to read by means of an interpreter who explains using sign language what other people are hearing during a video presentation or broadcast.

The interpreter appears in a corner or "window" in the screen translating spoken word to sign language. Windowing may include open or closed captioning.

Descriptive Video Service (DVS)

DVS provides descriptive narration of key visual elements — the action, characters, locations, costumes and sets — without interfering with dialogue or sound effects. This makes television programs, films, home videos and other visual media accessible for people with vision disabilities.

Assistive Technologies

People with disabilities may use one or more of the following assistive technologies in communicating with others or in getting information:

- speech input and synthesized speech output
- screen readers, screen magnifiers, screen projectors
- audio recorded information
- text telephones
- adjustable signal level and tone on audio devices
- volume control
- hands-free data entry and response selection
- intelligent word prediction software
- alternative pointing devices, such as mouth sticks
- keyboard controllers
- book holders and page turners
- touchscreens, and
- standardized icons.

Telecommunications

Although many people who are Deaf or hard of hearing use wireless or hand-held communications devices to send and receive text messages, TTY (teletypewriter) is still widely used.

Bell Canada Relay Service lets TTY users and hearing people talk to one another by phone with the help of specially-trained operators. Here is how it works:

- The TTY user dictates the conversation to the operator.
- The operator relays the conversation to the TTY phone.
- The TTY conversation is then relayed to the regular phone user.

This service is confidential and the only cost is any long-distance charges that would regularly apply. Local calls are free.

Accessible websites

Providing easy access to information through accessible websites benefits helps everyone, including:

- people with disabilities
- seniors
- consumers living in areas that do not have access to high-speed Internet
- people who have difficulty reading and writing
- people whose first language is not English.

Queens Printer for Ontario - Last modified August 3, 2010. http://www.mcss.gov.on.ca/en/mcss/programs/accessibility/tools/ making_information_accessible.aspx

Part 8

Accessible Meetings and Events

Considerations for Accessible Meetings and Events

When available,

1. Select an accessible location with nearby public transit. The minimum considerations should include the accessibility of walkways, entrances, elevators, washrooms and parking.

2. If an accessible location is not available consider an alternative facility, the use of teleconferencing or videotaping events.

3. Inform attendees of the most accessible route to the meeting location, as well as transit services and accessible drop off routes and the location of accessible washrooms.

4. If entrances do not have automatic doors or if they temporarily malfunction, station staff at entrances to offer assistance.

5. Indicate accessibility features and services of venues on materials promoting the event, for example, the provision of sign language interpreters, captioning, the availability of accessible documents upon request, such as audio format.

6. Provide contact information on all promotional materials inviting the public to request accommodation requirements within a prescribed timeframe.

7. Provide agendas in alternative formats, such as large print or provide them electronically in advance.

8. When voting on an item consider that persons with visual disabilities will not be aware of the number of persons raising their hands to vote. A verbal confirmation of the count should be given.

Planning an Accessible Meeting: A Checklist

A. Choosing the location

- Did you do a site visit before booking a location? (You'll want to check the location's accessible features for yourself.)

- Is any renovation or construction work scheduled during the time of your event? (This may affect accessibility.)

- Are staff of the facility trained in providing accessible customer service?

B. Exterior Access

Signage

- Are the signs for the street address or building name:

  — clearly visible from the street?

  — well lit at night (for evening events)?

Parking

- Are there a reasonable number of accessible parking spots available for the estimated number of attendees with disabilities? If not, can you arrange for more designated parking spaces close to the building during the event? Is there accessible metered parking or public parking lots with accessible spaces close by?

- Are designated parking spots for people with disabilities on a firm, slip-resistant surface and located close to the entrance of the building?

- Is there a curb cut or level access from the parking area to the main entrance?

- Are parking areas clear of snow and ice?

Sidewalks/Path of Travel

- Is there a barrier-free path of travel from the parking lot or drop off area to the meeting entrance? Stairs, sudden changes in level, slippery or unstable ground can impede accessibility.

- Are walkways clear of snow and ice?

- Are ramps gradual in slope and have handrails on both sides?

- For safety reasons, are sidewalks separate from roads and driveways?

Accessible Transit (where applicable)

Can attendees get to the event using accessible transit?

- Is there are drop-off area in front to the building? Is the drop-off area protected (i.e. under an awning)?

C. Interior Access

Entrances and lobbies

- Are entrances (especially the main entrance) wide enough for people using a wheelchair or scooter?

- If the main entrance is not accessible, is there a sign, clearly visible at the front of the building indicating the location of an accessible entrance?

- Are entrances well lit? Are they away from isolated areas?

- Is entry only through locked doors with buzzers or bells that must be pushed?

- Are door handles easy to open? Ideally doors should have lever handles and be equipped with an automatic door opener. Having to turn a door knob can be difficult for people with physical disabilities, such as arthritis.

- Are there signs in the lobby that clearly indicate where in the building the meeting is being held?

- Are signs large enough and clear enough so that people with low vision can read them?

- Are signs mounted at a comfortable height so that people who use wheelchairs can read them?

- Can you arrange for staff or volunteers to be at entrances and throughout the facility to help people with disabilities to the meeting room?

Elevators

- Are elevators located close to the meeting room? Are the elevators large enough to accommodate people who use wheelchairs and scooters?

- Are there enough elevators to safely and conveniently transport the number of attendees who use mobility devices?

- Do elevators have Braille buttons and raised numerals for people who are blind or have low vision?

- Are the elevator controls mounted at a comfortable height for a person using a wheelchair or scooter?

- Does the elevator have an auditory signal to alert people who are blind or have low vision?

- Does the elevator have a visual cue system in each elevator lobby to alert people who are deaf or hard of hearing?

Accessible washrooms

- Do washroom doors have a raised (tactile) male or female sign or Braille lettering?

- Are washroom doors equipped with an automatic or push button door opener?

- Are washrooms large enough to accommodate people who use scooters and power wheelchairs? Do washrooms have at least one accessible stall? Are washrooms equipped with at least one accessible stall.

- Is there at least one accessible unisex washroom on the same floor as the event? Remember: A minimum of a five-foot turning radius is needed for wheelchair users to manœuvre without restriction.

- Can someone using a wheelchair or a scooter reach the faucets and turn the water on using one hand?

- Are washroom accessories and dispensers also within easy reach of a person using a wheelchair or scooter?

- Are the accessible washrooms located near the meeting rooms?

Hallways and corridors

Are major hallways and all essential doorways throughout the facility wide enough to accommodate people using wheelchairs and scooters?

Are the interior doors easy to open with one hand without having to twist the wrist?

Do floor coverings (such as low pile carpeting, hardwood flooring or tile) allow people using mobility aids (such as wheelchairs and scooters) to easily move through the facility?

Meeting and conference rooms

- Is the meeting room located on the building entry floor?

- Is the meeting room large enough to provide circulation and seating for an adequate or anticipated number of participants who use wheelchairs, scooters, guide dogs or other mobility aids?

- Is accessible seating available throughout the meeting space?

- Are the reception/refreshment areas located in an area large enough to easily accommodate people who use wheelchairs, scooters, guide dogs or other mobility aids?

- Are the stages and speaking areas, including lectern or podium, accessible to people using wheelchairs and scooters?

- Is there a well-lit space for the sign language interpreters?

- Are there any background noises (ventilation systems, noise from adjacent rooms etc.) which may be distracting?

- If the meeting room has windows, are there drapes or blinds that can be used to reduce light or glare?

- Are cables, wires and microphones well secured and away from aisles and other traffic areas?

- Have you reminded guest speakers and exhibitors to provide printed handout materials in alternative formats should they be requested ahead of time?

D. Refreshment and Dietary Arrangements

- Are you giving participants an opportunity to indicate any dietary needs ahead of time (i.e. when registering for the event)?

- Where beverages are being served, are bendable straws and lightweight cups available within easy reach of people using wheelchairs or scooters?

- Are sugar-free beverages, juices and water available for people with dietary concerns such as diabetes?

- If food is provided buffet style, will someone be on hand to help serve people who have visual and physical disabilities?

- If pastries and cookies are on the menu, will you also have fresh fruits and vegetables available for people with dietary concerns?

E. Invitations and Promotional Materials

- Do your invitations and promotional material about your accessible event include the International Symbol of Accessibility and other accessibility symbols?

- Are you providing invitations and event information in alternate formats for people or organizations that require or request them (i.e. Braille, on audiotape, via e-mail, in large print, on computer disk)?

- Do the invitation and promotional materials include a note that lets participants request any additional requirements they may have?

F. Accessible Communications

Making sure information is accessible involves more than just providing alternate formats to print. You'll have to consider how you will make oral presentations available to people who are Deaf or hard of hearing.

- Have you arranged for a sign language interpreter and/or real-time captionist to be present?

- On your print materials, have you included information that your materials are available in alternative formats and in French as well as information on how to obtain them?

- Have you calculated the quantities of multiple format documents you will need according to the anticipated audience? For example, if your audience is geared towards seniors, you may want to produce a greater number of printed materials in large print.

Here is a guide to help you figure out quantities for a general public event, such as a trade show or exhibit:

- One English and one French Braille copy for display

- Two English Braille copies and one French Braille copy for distribution

- One English and one French large print copy for display

- Five large print copies of English and three large print copies of French for distribution

- One English and one French audio cassette for display with large print/Braille labels. Consider CD ROM format in addition to tape.

- Five English and two French audio cassettes for distribution with large print/Braille labels. Consider CD ROM format in addition to tape.

- One English and one French computer disk for display with large print/Braille labels. Consider CD ROM format in addition to disk.

- Five English and two French computer disks for distribution with large print/Braille labels. Consider CD ROM format in addition to disk.

- For small sized promotional materials such as a bookmark, copies are available in English and French with Braille overlay indicating the name of the document and contact information. For an anticipated audience size of 500 attendees, 200 English and 50 French copies.

*Queen's Printer for Ontario 2008 - Last modified August 3, 2010.
http://www.mcss.gov.on.ca/en/mcss/programs/accessibility/tools/
planning_meeting_checklist.aspx*

Part 9

Accessible Workplaces

Making your Workplace Accessible

People with disabilities have skills, abilities and experience that can add value in your workplace. By opening up your search for talented employees and making your workplace accessible, you create a win-win situation. You find the right person for the job. You create a place where anyone can work and be productive — and you allow employees of all abilities to compete in the marketplace.

You may have to provide workplace accommodation for some employees. Many options available to you as an employer can be low-cost or no-cost. You may have to make some changes to workstations or provide an assistive device or assistive technology, but many changes are simple.

Here are some things to consider as you get ready to make your workplace accessible:

Job advertisements

- Clearly state that your organization has an equal opportunity Compliance Statements.

- Use a simple typeface that is easy and large enough to read.

- Provide the job ad in alternate formats such as large high contrast print, HTML and plain language.

- Consider using other methods of advertising such as web-based listings and radio ads.

- Look beyond mainstream sources for candidates. Contact agencies that provide employment support services to people with disabilities, local agencies and placement offices.

- Remember that people with disabilities may not have acquired formative work experience that employers seek, but they may have other valuable experience and skills that will make them productive employees.

- Focus on skills, abilities, expectations, and desired outcomes. Ask for credentials only when necessary to do the job such as a degree in law or medicine.

Job descriptions and requirements

- Separately identify what skills and experience are needed to do the job and what desirable qualities the candidate can bring to the job.

- Make sure what you ask for is relevant to the job (e.g., a physical test).

- On application forms, ask for information that is relevant to the job.

- Make the application form available in alternate formats.

Recruitment and selection

- Make your selection process consistent for all applicants.

- This includes interviews, tests and other screening tools. By using the same criteria for everyone, you will be able to assess each person's skills and be able to make fair, informed decisions.

- When you contact candidates for an interview, ask if they have any accommodation needs. They may need to use a computer to do a test, materials in large high contrast print, or a sign language interpreter.

- Train front-line staff greeting job candidates on how to interact with people with disabilities.

- Be clear about what you can and cannot ask during an interview.

- The Ontario and Canadian Human Rights Commissions can provide you with questions that can and cannot be asked, along with ways to phrase questions.

- Ask only questions that are job-related. For example, you cannot ask about health problems. However, you may ask about the person's physical abilities if they have to move heavy objects as part of their job.

- Ask how candidates will fulfill job requirements instead of asking if they can fulfill them.

Applicant testing

- Give tests that will show you if the candidate can do the job.

- Make sure you give the same test and clear instructions to all candidates.

- You may have to give the test verbally, or provide a computer for candidates to do the test.

Starting work

- Provide training for supervisors and managers so that they understand how to support employees to do their jobs well.

- Ask employees what job-related support they need and follow up later to see if something needs to be changed.

- Meet with staff, if needed, before a new employee with disabilities starts work. Your team may be worried if they don't know how to interact with colleagues with a disability.

- Assess your workplace to make sure it meets occupational health and safety rules.

Training

- Allow enough time for carrying out training tasks.

- Train all employees in general accessibility awareness. You may want to consider more training for the workgroup the new employee is joining.

Doing the job

- Work with employees with disabilities to adapt tasks as needed.

- You may have to look at the workload and job tasks of the group to see if tasks need to be reassigned to or from employees in your group.

Keeping matters confidential

- Let employees know that their personal matters will be kept confidential.

- Employees may choose not to disclose a disability. You should tell them that you are ready to work with them if they choose to tell you about it. You can help reduce personal stress, and can look into other ways to support them in doing their job well.

Retaining employees

- Policies and practices should be the same for all your employees.

- Retain and promote staff using the same criteria for all employees.

- Make sure all employees have the chance for learning and personal development.

- You may have to change the work that employees do or how they do it. Anyone may acquire a disability during their lifetime, or a disability may become more limiting.

- Identify training needs when you regularly assess the work performance of all employees.

- Focus on achievements and how well someone does their job when you are assessing performance. Don't focus on any disabilities employees may have.

- Make sure all employees know about opportunities for transfers and promotions. Provide information in accessible formats. Avoid informal contacts so that you don't exclude anyone who may be interested.

Dismissal/termination

- Document your actions and make sure you can back them up, based on existing legislation.

- Keep records, have employees discuss concerns and document responses.

- Make sure you have thought of all options in looking for ways to support employees.

- Consult with legal advisors to get information about laws that apply to you and your workplace.

Monitoring results

- Keep track of positive changes for making your workplace accessible. Here are some examples:

  – people's attitudes — take surveys or ask a focus group

  – improved accessibility — conduct an accessibility audit and try to fill in any gaps

  – access to job candidates — find out how your efforts to widen the search for candidates has paid off.

Making your workplace inclusive

It is important that employees feel they can disclose information and ask for assistance. Here are ways you can create an open environment:

- respect employees' confidentiality
- find creative ways to solve problems
- learn from others
- let people know they are included, valued and accepted
- use language that focuses on people, not on disabilities.

Listen to employees with disabilities — they're the experts in what they need. You should:

- listen to what employees tell you about their disabilities and what they think is needed
- ask questions when you don't understand
- get information to help you understand specific disability issues
- be creative, flexible and look for new ways of doing things
- get your employees to test any special equipment or device before you purchase.

Making workplace accommodations

Examples of accommodation include:

- voice input or speech recognition aids
- voice synthesizer
- TTY telephone service
- computer screen magnifiers
- flexible scheduling and reduced or part-time hours
- quiet workspace
- written instructions
- self-paced workload
- frequent breaks
- alternate methods of communication (telephone, tape recorder, verbal instructions), and larger tasks divided into smaller ones.

Queen's Printer for Ontario 2008 - Last modified August 3, 2010.
http://www.mcss.gov.on.ca/en/mcss/programs/accessibility/tools/
making_workplace_accessible.aspx

Part 10

Checklist for Buildings and Spaces

Making Buildings and Spaces Accessible Checklist

It's important to make your premises accessible to people with a wide range of disabilities, including physical, sensory, learning, developmental and mental health. A few elements to consider include ramps, accessible washrooms, lighting, audible alarm systems, signage with high contrast lettering, easy-to-find directories, and accessible parking. Use the following checklist to evaluate your premises and to identify areas requiring modification.

Entrances	Yes	No
Entrances are accessible to people using wheelchairs or scooters		
Canopies or other sheltering devices have adequate headroom		
Revolving door openings move slowly and safely to accommodate people using mobility aids		
If there is no accessible revolving door, an adjacent accessible door: • opens automatically • has power assisted door operators, or • can be easily opened with one hand		
Mats are level with the floor and door thresholds are bevelled so they do not create a tripping hazard		
People can easily find information, a reception counter, an accessible call bell or information phone for persons requiring assistance		

Elevators	Yes	No
Elevator doorways are wide enough and stay open long enough to allow persons using wheelchairs to pass through easily		
In accessible elevators, Braille signage and controls can be easily reached and a two-way emergency call system or telephone provided		
Audible signals announce floors and up/down direction of elevator cars		

Exteriors	Yes	No
Accessible pedestrian route(s) or path(s) are wide enough to accommodate wheelchairs, scooters, or other mobility devices		
Curb cuts or ramps are wide enough for wheelchairs and scooters, have a non-slip finish and are kept clear of snow and ice in winter weather		
Routes are not obstructed by poles, plants, bicycle racks, etc.		
Accessible entrances are clearly marked with the International Symbol of Accessibility		
Building and route signage is provided in large, high contrast lettering		
Accessible passenger loading zone accommodates taxis, buses, or accessible vehicles		
Awnings or canopies extending over exterior walkways have clear headroom		
Forward edges on exterior steps are highly colour contrasted		
Both sides of ramps or exterior stairs, have continuous handrails in a bright contrasting colour and have vertical rails		

Fire and Life Safety	Yes	No
A fire Compliance Statement and fire safety plan are in place for the evacuation of people with disabilities		
Main exit routes and exit doors are easily accessed and used by people using mobility aids		
Exit instructions are printed in large text, and mounted in an accessible, highly visible location		
Fire alarms have both visual and audible signals		

General Layout and Services	Yes	No
Queuing areas and serving aisles are wide enough for people using mobility aids including electric wheelchairs and scooters		
Cashier desks, service counters or counters/tables in eating areas are accessible to and useable by patrons using wheelchairs or scooters		
Public telephones, coat racks or display shelves are accessible to and useable by patrons with various disabilities e.g. wheelchair users, persons with low vision or hearing loss		
Appropriate lighting is installed to ensure that people with vision disabilities may clearly identify colours, patterns and signage		

Interiors	Yes	No
Floor finishes have non-slip surfaces under wet and dry conditions		
Open-concept, accessible routes are marked by bright colour or textural changes at floor level, to provide directional cues for people with vision disabilities		
There are no protruding objects or tripping hazards in accessible routes, and if so, they are clearly marked with a bright colour, a cane-detectable floor finish, or a cane detectable guard		
Where floors are carpeted, the carpet is of firm, dense construction and easy for a wheelchair user to roll over without difficulty		
Thresholds are bevelled to accommodate different floor materials		

Parking areas	Yes	No
Accessible parking spaces are clearly marked with the International Symbol of Accessibility		
In accessible underground parking areas, a call bell or two-way communication system is located near parking spaces reserved for persons who may require assistance		
There is a safe, clearly marked, accessible pedestrian route from the designated parking area to an accessible building entrance or elevator lobby		
Accessible pedestrian route is made of firm, level material		

Washrooms	Yes	No
An accessible stall is provided for each sex when integrated into regular washrooms or an accessible stand-alone unisex washroom is located nearby		
The following washroom features are accessible to people with a wide range of disabilities: • grab bars • coat hooks • flush controls • wash basins • toilet paper dispenser • call button for emergencies • mounted automatic hand-dryers or paper towel holders • lever-handled faucets or automatic faucet		

Signage and Information Systems	Yes	No
Accessible areas show the International Symbol of Accessibility		
Display universal hearing disability symbols where equipment is available, e.g. TTY		
Provide information in raised lettering and/or Braille		
Include appropriate pictograms, wherever possible (e.g. on washroom doors)		
Include large high contrast text, clear, light-coloured lettering or symbols on a dark background, or dark characters on a light background		
Signage and information systems are mounted at a convenient height for both wheelchair users and people with vision and other disabilities		

Wall finishes	Yes	No
Walls in busy areas, corridors, ramps or staircases are finished in smooth, non-glossy, non-abrasive finishes		
Colour of doors or door frames in hallways contrast with surrounding wall colours		
Fire exit doors are consistently coloured throughout the building, so that they are easily distinguishable from other doors		
Fire hose cabinets and fire extinguishers are in a highly contrasting colour		
Wall mirrors are limited in size, to prevent visual confusion		
Mirrors that cover a wall (e.g. in a restaurant) are clearly marked for people with low vision		

Part 11
Common Assistive Devices

Common Assistive Devices

What is an assistive device?

An assistive device is a tool, technology or other mechanism that enables a person with a disability to do everyday tasks and activities such as moving, communicating or lifting. It helps the person to maintain their independence at home, at work and in the community.

- How do I interact with a customer who uses an assistive device?

- Many customers with disabilities will have their own personal assistive devices, such as wheelchairs, scooters or walkers.

- Don't touch or handle an assistive device without permission.

- If you have permission to move a person in a wheelchair remember to:

    - Wait for and follow the person's instructions.

    - Confirm that your customer is ready to move.

    - Describe what you are going to do before you do it.

    - Try to avoid uneven ground and objects.

    - Don't leave the person in an awkward, dangerous or undignified position such as facing a wall or in the path of opening doors.

- Don't move items or equipment, such as canes and walkers, out of your customer's reach.

- Respect your customer's personal space. Don't lean over him or her or on his or her assistive device.

- Let your customer know about accessible features in the immediate environment (e.g., automatic doors, accessible washrooms, etc.).

What are some commonly used assistive devices?

There are a variety of assistive devices that some of your customers may use, depending on their disability. Many will be personal assistive devices, meaning they are owned and brought along by the individual, while others may be provided by your organization. The following are examples of some devices you may come across when serving your customers with disabilities:

People who have vision loss

- Digital audio player - enables people to listen to books, directions, art shows, etc.

- Magnifier – makes print and images larger and easier to read

- Portable global positioning systems (GPS) – helps orient people to get to specific destinations

- White cane – helps people find their way around obstacles

People who are Deaf, deafened, oral deaf, hard of hearing

- FM transmitter system or other amplification devices – boosts sound closest to the listener while reducing background noise

- Hearing aid – makes sound louder and clearer

- Teletypewriter (TTY) – helps people who are unable to speak or hear to communicate by phone. The person types their messages on the TTY keyboard and messages are sent using telephone lines to someone who has a TTY, or to an operator (Bell Relay Service) who passes the message to someone who doesn't have a TTY.

People who have physical disabilities

- Mobility device (e.g., a wheelchair, scooter, walker, cane, crutches) – helps people who have difficulty walking

- Personal oxygen tank – helps people breathe

People who have learning disabilities

- Electronic notebook or laptop computer – used to take notes and to communicate

- Personal data managers – stores, organizes and retrieves personal information

- Mini pocket recorders – records information for future playback

People who have intellectual/developmental disabilities

- Communication boards (e.g., a Bliss board) – used to pass on a message by pointing to symbols, words or pictures

- Speech generating devices – used to pass on a message using a device that "speaks" when a symbol, word or picture is pressed.

Source: Training Resource - Accessibility for Ontarians with Disabilities Act, 2005 (AODA), Queens Printer for Ontario

http://www.mcss.gov.on.ca/en/mcss/programs/accessibility/ComplyingStandards/trainingResourcesAODA/unit4.aspx

Part 12
Definitions

Definitions

Accommodation

The special arrangements made or assistance provided so that persons with disabilities can obtain, use or benefit from the goods and services available to persons without disabilities. Accommodation may vary depending on the customer's unique needs and may include the use of assistive devices, services, assistance or receiving services at another time, in another location, in another manner or some form of reasonable arrangements.

Assistive Devices

Assistive devices are usually specialized equipment that persons with disabilities bring with them, such as a wheelchair, walker or a portable oxygen tank. They may also include equipment provided on the premises such as automatic door openers, elevators and lifting devices, emergency evacuation chairs and TTY devices. (Reference: ADO, Guide to Customer Service Regulation at www.accesson.ca.)

Barriers to Accessibility

"barrier" means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a Compliance Statements or a practice; ("obstacle")

Customer

For the purpose of the Accessibility Compliance Statements, Procedures and Practices, customer means any person who the OSSTF/FEESO provides goods or services to, such as OSSTF/FEESO members, third parties or other members of the public.

Disability

This definition is taken from the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Accessibility Standards for Customer Service, under the AODA.

a)   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,

b)   a condition of mental impairment or a developmental disability,

c)   a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,

d)   a mental disorder, or

e)   an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide dog

A guide dog as defined in section 1 of the Blind Persons Rights' Act is a dog trained as a guide for a person who is blind and having qualifications prescribed by the regulations under the Blind Persons' Rights Act.

OSSTF/FEESO Representative

An elected official employee, volunteer, agent or other individual that provides goods or services on behalf of the OSSTF/FEESO.

Reasonable Accommodation

An accommodation is "reasonable" when there is an adequate process of accommodation, and the effort and measures taken are sufficient. (Source: Manitoba Human Rights Commission). The obligation to accommodate a special need is met just prior to the point where the hardship of accommodation becomes undue or unreasonable.

Service animals

Service animals are used by people with many different kinds of disabilities. Examples of service animals include dogs used by people who are blind, hearing alert animals for people who are deaf, deafened or hard of hearing, and animals trained to alert an individual to an oncoming seizure and lead them to safety. (Reference: ADO, Guide to Customer Service Regulation at www.accesson.ca.)

Support Person

A support person is an individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods or services. Personal care needs may include, but are not limited to, physically transferring an individual from one location to another or assisting an individual with eating or using the washroom. Medical needs may include, but are not limited to, monitoring an individual's health or providing medical support by being available in the event of a seizure. (Reference: ADO, Guide to Customer Service Regulation at www.accesson.ca.)

Undue Hardship

Undue hardship is reached when accommodating the needs of an individual or a protected group (such as people with disabilities) the accommodation would alter the goods and services provided by the OSSTF/FEESO, substantially affect the economic viability of the OSSTF/FEESO, or produce a substantial health and safety risk that outweighs the benefit of accommodating that group or individual. The Ontario Human Rights Commission prescribes three factors when considering undue hardship:

1. Cost

2. The availability of outside Sources of Funding

3. Health and Safety – The effect the accommodation would have on the health and safety of the person with the disability or others.

Part 13
Resources

Accessibility Resources

Compliance Resources

AccessOn

Accessibility Directorate of Ontario, Ministry of Community and Social Services

http://www.mcss.gov.on.ca/en/mcss/programs/accessibility/index.aspx

Making your Customer Service Accessible

Accessibility Directorate of Ontario, Ministry of Community and Social Services

http://www.mcss.gov.on.ca/en/mcss/programs/accessibility/index.aspx

Meeting the Requirements of the Standards

Accessibility Directorate of Ontario, Ministry of Community and Social Services

http://www.mcss.gov.on.ca/en/mcss/programs/accessibility/ComplyingStandards/customerService/index.aspx

Compliance Manual: Accessibility Standards for Customer Service, Ontario Regulation 429/07

Accessibility Directorate of Ontario, Ministry of Community and Social Services

http://209.167.40.96/page.asp?unit=cust-serv-reg&doc=workbook&lang=en

Guide to the Accessibility Standards for Customer Service, Ontario Regulation 429/07

Accessibility Directorate of Ontario, Ministry of Community and Social Services

http://www.accesson.ca/mcss/english/pillars/accessibilityOntario/accesson/compliance/customer/compliance_guidelines.htm

Service Ontario Publications (Order Ontario government publications on-line)

https://www.publications.serviceontario.ca/ecom/

Ontario Regulation 429/07, under the Accessibility for Ontarians with Disabilities Act, 2005

http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm

Ontario Regulation 562, under the Health Protection and Promotion Act,

http://www.e-laws.gov.on.ca/html/regs/english/elaws_regs_900562_e.htm

Ontario Human Rights Commission

http://www.ohrc.on.ca/en/issues/disability

Training

Serve-Ability

http://www.mcss.gov.on.ca/mcss/serve-ability/splash.html

Training Resource - Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

http://209.167.40.96/page.asp?unit=cust-serv-reg&doc=training&lang=en

How May I Help You? Welcoming Customers with Disabilities into Your School or School Board

http://oesc.apandrose.com/segments/en_CA

Queen's University Accessible Customer Service On-line Training

http://www.queensu.ca/equity/content.php?page=CSOnlineTraining

Accessible Documents, Information Communication and Websites

World Wide Web Consortium

http://www.w3.org/

Inclusive Design Research Centre (formally Adaptive Resource Technology Centre) on-line course on Web Accessibility and resources on creating accessible documents and presentations.

http://idrc.ocad.ca/

Make Information Accessible

http://www.mcss.gov.on.ca/en/mcss/programs/accessibility/understanding_ accessibility/making_information_accessible.aspx

CNIB Clear Print Guide

http://www.cnib.ca/eng/cnib%20document%20library/services/cnib%20 clear%20print%20guide.doc

T-Base Communication Inc. – Produces documents in Braille

http://www.tbase.com/index.php?categoryid=1

Universal Instructional Design Implementation Guide

http://www.tss.uoguelph.ca/uid/uid-implementation-guide-v6.pdf

Universal Instructional Design Quick Start Checklis*t*

http://www.tss.uoguelph.ca/uid/uidchecklist.cfm

Assistive Technologies and Systems

**Inclusive Design Research Centre
(formally Adaptive Resource Technology Centre)**

http://idrc.ocad.ca/

Telephone Relay Services

http://www.bell.ca/shopping/PrsShp_AS_Landing.page?language=en

Teaching Students with Disabilities

**Teaching Students with Disabilities -
Accessibility Briefs, University of Guelph**

http://www.uoguelph.ca/accessibility/TeachingAccessibilityBriefs.php

**Universal Instructional Design at the
University of Guelph:**

http://www.tss.uoguelph.ca/uid/

**Universal Design of Instruction (UDI):
Examples (University of Washington):**

http://www.washington.edu/doit/Brochures/Academics/instruction.html

Accessible Meetings and Events

Guide to Planning Inclusive Meetings

http://www.hrsdc.gc.ca/eng/disability_issues/doc/gpim/guide.pdf

Making Events Accessible to Participants with Vision Loss

*http://www.cnib.ca/en/services/accessibilities/resources/
Accessible_Events/*

Making Meetings Accessible to Participants with Vision Loss

http://www.cnib.ca/en/services/accessibilities/resources/Accessible_Meeting/

Workplace Accommodation Resources

Disability - Workplace Roles and Responsibilities

http://www.ohrc.on.ca/en/resources/factsheets/workplace

Compliance Statements and Guidelines on Disability and the Duty to Accommodate

*http://www.ohrc.on.ca/en/resources/Policies/
Compliance StatementsDisAccom2/pdf*

Guide to your Rights and Responsibilities under the Human Rights Code

*http://www.ohrc.on.ca/en/resources/Guides/
GuideHRcode2?page=guide-Contents.html*

Accessible Voting

Report on the use of Assistive Voting Devices for Persons with Disabilities

*http://www.parl.gc.ca/40/3/parlbus/commbus/senate/com-e/
lega-e/rep-e/rep10oct10-e.pdf*

Information for Electors who are Blind or have Low Vision, or are Deaf-Blind

*http://www.elections.on.ca/en-CA/Voters/AlternativeNeeds/
BlindAndVisuallyImpaired.htm*

Information for Elector who are Deaf, Hard of Hearing or are Deaf-blind

*http://www.elections.on.ca/en-CA/Voters/AlternativeNeeds/
DeafAndHardOfHearing.htm*

Information for Elector who have a Physical Disability

*http://www.elections.on.ca/en-CA/Voters/AlternativeNeeds/
PhysicalDisabilities.htm*

Accessibility Checklist and Universal Design

Accessibility Evaluation Checklist
http://www.trilliumfoundation.org/User/Docs/CD_Internet_English_howToApply/
Accessibility_Checklist.pdf

Planning for Accessibility: 10 Key Points
http://www.trilliumfoundation.org/cms/en/AccessibilityTipSheet.aspx

Seven Principles of Universal Design
(Centre for Universal Design):
http://www.ncsu.edu/www/ncsu/design/sod5/cud/

Associations for Persons with Disabilities

Canadian Association of the Deaf
http://www.cad.ca/

Canadian Council of the Blind
http://www.ccbnational.net/content/index.php

Canadian Hard of Hearing Association
http://chha.ca/chha/

Canadian Hearing Society
http://www.chs.ca/

Canadian National Institute for the Blind
http://www.cnib.ca

OSSTF/FEESO