



Breaking Down Barriers

Understanding the
Integrated **A**ccessibility
Standards **R**egulation (**IASR**)

Background

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was passed by the Ontario legislature and the Integrated Accessibility Standards Regulation (IASR) was created with the goal of improving accessibility across the province. The IASR establishes the compliance framework for obligated organizations and is based on The Ontario Human Rights Code.

The Ontario Human Rights Code (the Code) provides for equal rights and opportunities, and freedom from discrimination. The Code recognizes the dignity and worth of every person in Ontario. It applies to the areas of employment, housing, facilities and services, contracts, and membership in unions, trade or professional associations.

This guide is intended to provide training on the requirements of the IASR.

The Integrated Accessibility Standards are built on previous accessibility legislation.

They address accessibility in four areas:

Information and Communications



Employment



Transportation



Built Environment



Integrated Accessibility Standards Regulation (IASR)

As with the Accessibility Standards for Customer Service, organizations across public, private and non-profit sectors must comply with accessibility in all of four areas of the IASR:

1 Information and Communications

Outlines methods to create, provide and receive information and communications in ways that are accessible for people with disabilities.

2 Employment

The Employment Standard builds on the Ontario Human Rights Code. It requires employers to have processes in place to determine an employee's accommodation needs. It addresses key processes in the life cycle of a job.

3 Transportation

The Transportation Standard sets out the requirements that will prevent and remove barriers to public transportation to make it easier for people to travel in Ontario.

4 Built Environment

The IASR now includes the Design of Public Spaces Standards, mainly covering outdoor elements, which came into force in December 2012. Building requirements will fall under Ontario's Building Code which governs new construction and renovations in buildings.

General Requirements

The IASR also includes General Requirements which **apply to all four sections of the regulation**. The General Requirements include **five** areas the City of Mississauga (City) must comply with, which include:

<p>1</p> <p>Accessibility Plans</p>	<p>The City's Accessibility Plan outlines the steps the City will take to prevent and remove barriers to accessibility and how the requirements of the regulation will be met.</p>
<p>2</p> <p>Policies</p>	<p>The Accessibility Policy governs how our organization achieves accessibility. The City's Accessibility Policy was created to serve as rules that guide the City's everyday accessibility practices.</p>
<p>3</p> <p>Training</p>	<p>The City is committed to training employees, volunteers, and those who provide goods or services on behalf of the organization, about the requirements in the IASR, as well as the Ontario Human Rights Code.</p>
<p>4</p> <p>Procurement (Purchasing)</p>	<p>The City will incorporate accessibility design, criteria and features when purchasing or acquiring goods, services and facilities, except where it is not practicable to do so.</p>
<p>5</p> <p>Self-Serve Kiosks</p>	<p>A self-service kiosk is an interactive electronic terminal, such as a point-of-sale device used to access services and/or products. People with disabilities should be able to use a self-service kiosk as independently and securely as possible.</p>

Information and Communications

In the information age, we all rely on easy access to information. The Information and Communications Standards outline how the City is required to create, provide and receive information and communications in ways that are accessible for people with disabilities.

The standard addresses five aspects of information and communications:

- 1. Feedback Process**
- 2. Accessible Formats and Communication Supports**
- 3. Public Safety Information**
- 4. Library Services**
- 5. Accessible Websites and Web Content**

1. Feedback Process

<i>Description</i>	<i>Methods Used</i>
The City established a customer service feedback process for receiving and responding to feedback, specifically about how we provide goods or services to people with disabilities.	The City receives feedback online, by fax, phone, email and: <ul style="list-style-type: none">• In person at Service Counter locations, the Accessibility Coordinator's Office or through any City staff at any location• Online, via the Customer Service Feedback form: which can be found by clicking on "Accessibility" on the bottom of the City's website.• Paper comment cards

2. Accessible Formats and Communication Supports

Communications can occur in a variety of ways, such as **in person, by phone, in writing and online.**

Accessible formats and communication supports must be provided, upon request, in a timely manner and at a cost that is not more than the regular cost charged to other people.

Examples of Accessible formats and Communications supports:

- Reading written information to a person directly
- Large print
- Text transcripts of audio or visual information
- Handwritten notes instead of spoken word
- Information written in plain language
- An electronic document formatted to be accessible for a screen reader ***Note:** scanned documents are not accessible

Clear Print Guidelines

It is important to keep clear print guidelines in mind when designing any material (letters, emails, flyers, signage, documents, forms, business cards, agendas, minutes and website information) and any other documents.

- Ensure good colour contrast between background and letters
- Font size at least 12 pt. (dependent upon audience and type of material being printed), and use a sans serif font (e.g. Arial or Verdana)
- Do not use all caps
- Use a matte or non-glossy finish

3. Public Safety Information

The City provides its emergency procedures, plans and public safety information in accessible formats or with appropriate communication supports, upon request, to persons with disabilities.

4. Library Services

The City must provide or arrange to provide accessible materials where they exist, upon request.

Each library must also make information publicly available to inform people that materials can be provided in an accessible format, upon request. This information needs to be accessible as well.



5. Accessible Websites and Web Content

The regulation states that the City will need to make their internet websites and web content conform with current legislative requirements.

The **World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0** outlines current guidelines.

Adherence to these guidelines will increase readability and allow persons with disabilities who use assistive devices such as screen readers, to navigate web content without difficulty.

Employment Standard

The Ontario Human Rights Code requires all employers to meet the accommodation needs of employees with disabilities to the point of undue hardship.

The Employment Standard builds on this requirement. It requires employers to have processes in place to determine an employee's accommodation needs.

It addresses **key processes** in the life cycle of a job, such as:

1. Recruitment
2. Assessment/Selection
3. Individual Accommodation Plans
4. Return to Work Processes and Accommodation
5. Performance Management
6. Career Development
7. Redeployment

The Employment Standard also addresses:

8. Informing Employees of Supports
9. Workplace Emergency Response Information

By pro-actively removing barriers across the employment life cycle, we can help to create a workplace that is accessible and allows employees to reach their full potential.

The Employment Standard requirements apply to paid employees and **do not** apply to volunteers and other non-paid individuals.



1. Recruitment

The Employment Standard requires employers to provide for accessibility across all stages of the employment life cycle.

During recruitment, accessibility is considered when advertising for job postings. Notification is stated that the City will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities.

2. Assessment/Selection

If an applicant is selected to participate in the recruitment selection and/or assessment process, applicants are asked to inform Human Resources staff of the nature of any accommodation(s) that they may require in respect of any materials or processes used to ensure equal participation.

If a selected applicant requests an accommodation, the City will consult with the applicant to discuss a suitable accommodation.

3. Individual Accommodation Plans

When making offers of employment, the City shall notify the successful applicant of its policies for accommodating employees with disabilities.

Current employees are accommodated for either a short term or long term accommodation as per City policy.

4. Return to Work Processes and Accommodation

The City Employee Health and Recovery Program outlines the process for return to work and accommodation.

Unionized staff must refer to their Collective Agreement for any disability work processes.

5. Performance Management

The performance appraisal process will take into account the accessibility needs of employees with disabilities, incorporating any accommodation plan that may be required, e.g. sign language.

6. Career Development

The accessibility needs of employees who are actively participating in training and professional development activities will be considered.

7. Redeployment

Redeployment will take into account the accessibility needs of employees with disabilities, as well as documented individual accommodation plans.

8. Informing Employees of Supports

The City must inform all employees, both new and existing of our accessibility employment practices.

How will this be done?

For existing employees:

- Policies are posted on Inside Mississauga
- Discussions at meetings
- Training

For new hires:

- On-boarding process/orientation
- New employee checklist ensures employees attend training

9. Workplace Emergency Response Information

The City is responsible for providing employees with disabilities with individualized emergency response plans, if requested.

If an individual has a temporary or permanent disability and needs assistance to get out of a building in an emergency, he/she must speak to their manager/supervisor to discuss a plan.

To establish a plan:

- The manager/supervisor will contact the Area Fire Warden for the work area to establish a plan.
- Together, the individual and the Area Fire Warden and/or the manager will fill out and sign an Emergency Evacuation Request Form. The form will include how to assist in an emergency evacuation.

Transportation Standard

The Transportation Standard requirements include:

1. Transit Services

2. Taxicabs Services

1. Transit Services

Mississauga's Transportation Services include MiWay (Mississauga's transit system). MiWay is working to be an accessible transportation provider. MiWay complies with the requirements in these ways:

Accessibility Plan

MiWay prepares a multi-year Accessibility Plan as well as an annual Status Report documenting progress made to accessible services.

Availability of Information

MiWay makes information on accessible services available to the public.

Support Persons

MiWay allows one support person to accompany a person with a disability; fares are not charged for a support person when they accompany a person with a disability.

Priority Seating

The front seats on all MiWay vehicles are reserved and clearly marked for persons with disabilities.

Announcements

Audible and visually displayed next stop announcements are available on all MiWay vehicles; as well, upon request, pre-boarding verbal announcements are made with route information. 'Next-stop' way-finding signage is also available along the route.



MiWay complies with the Transit Requirements by ensuring that:

Fares for a person with a disability are not higher than for a person without a disability.

Non-Functioning Accessibility Equipment is repaired as soon as possible. MiWay takes reasonable steps to accommodate persons with disabilities when accessibility equipment on vehicles is not functioning.

Transit Stops: MiWay ensures persons with disabilities are able to board or exit a bus at the closest available safe location if the stop is not accessible.

Service disruptions: MiWay supports persons with disabilities during service disruptions by offering alternative accessible arrangements such as service detours to avoid disruptions.

Technical requirements: MiWay meets the technical requirements provided for accessible lifting devices, steps, grab bars/handrails, floor surfaces, lighting, warning indicators and alarms, and route signage.

2. Taxicabs

Owners and operators of taxicabs must meet specific requirements, which include:

- Not charging higher fares or additional fees to a person with a disability
- Placing vehicle registration and identification information on the rear bumper
- Making available vehicle registration and identification information to people with disabilities in an accessible format

Built Environment Standard

The Built Environment Standard includes:

1. Design of Public Spaces Standards

2. Buildings

Ontario is moving forward with the accessible built environment standard. The IASR includes the Design of Public Spaces Standards.

1. Public Spaces

The Design of Public Spaces (mainly outdoor elements) came into force in December 2012.

A public space is a community space that is generally open and accessible to people. Roads (including the pavement), public squares, parks and beaches are typically considered public space.

Government buildings which are open to the public, such as public libraries are considered public space.



The Design of Public Spaces Standards affects:

1. New construction
2. Planned redevelopment

Seven areas relating to the Design of Public Spaces include:

1. Recreational trails and beaches
2. Rest stops and picnic areas
3. Playgrounds
4. Paths of travel
(sidewalks, ramps, audible pedestrian signals)
5. Accessible parking
6. Service counters
7. Maintenance of accessibility equipment

2. Buildings

Buildings requirements fall under Ontario's Building Code, which governs new construction and renovations in buildings (mainly indoor elements).



**For more information or alternative formats
of this document, please e-mail:
accessibility.info@mississauga.ca**

Resources include:

1. www.mississauga.ca/accessibility
2. http://www.mcsc.gov.on.ca/documents/en/mcsc/accessibility/iasr_guidelines/complete_guidelines.pdf
3. <http://ado.curriculum.org/>
4. www.e-laws.gov.on.ca/html/source/regs/english/2011/elaws_src_regs_r11191_e.htm

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