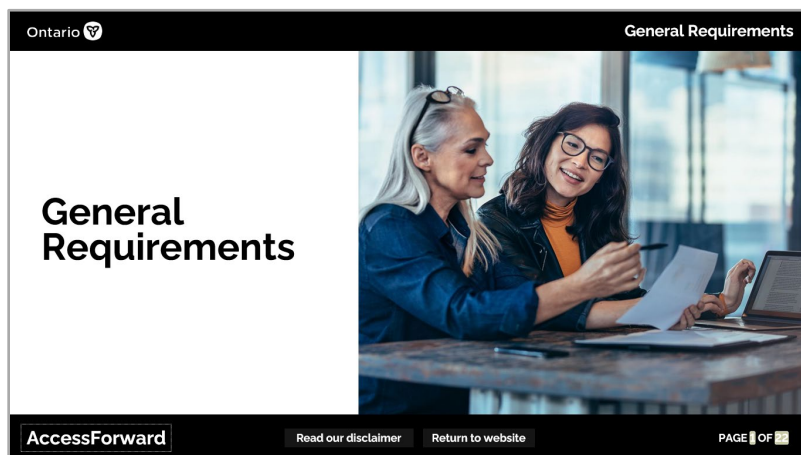# Disclaimer Statement

Completion of this AccessForward training course by an individual should not be construed as compliance by them or their organization with the AODA and its regulation.
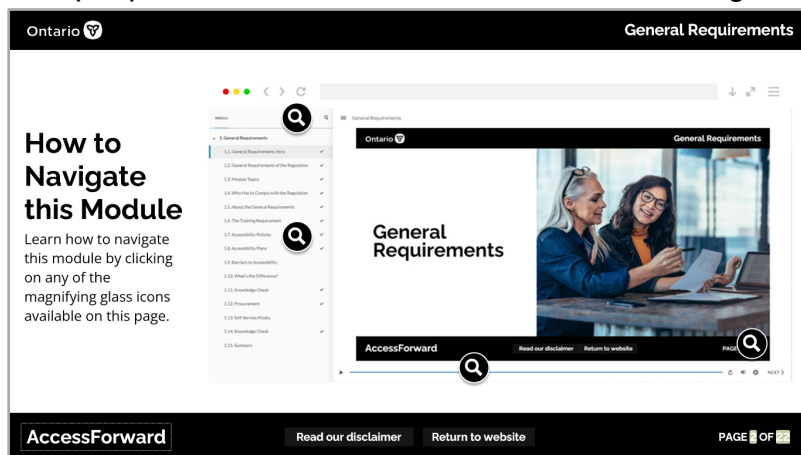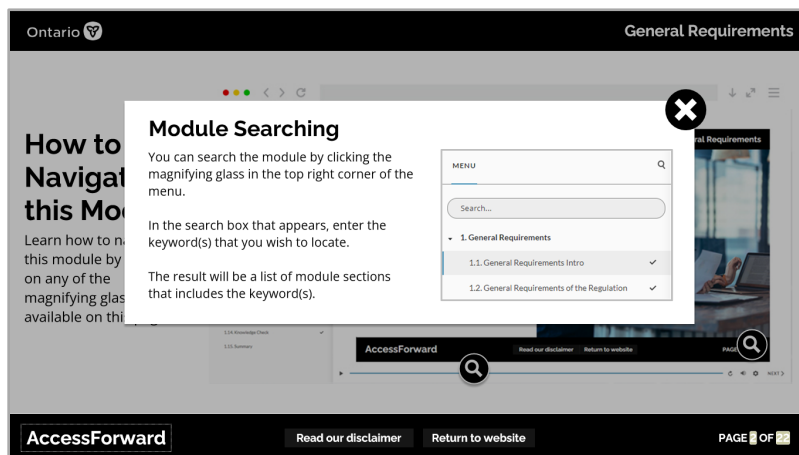
Page 1 of 22: General Requirements

Page 2 of 22: How to Navigate this Module

Two people are seated at an office desk and looking at documents.

Learn how to navigate this module by clicking on any of the magnifying glass icons available on this page.
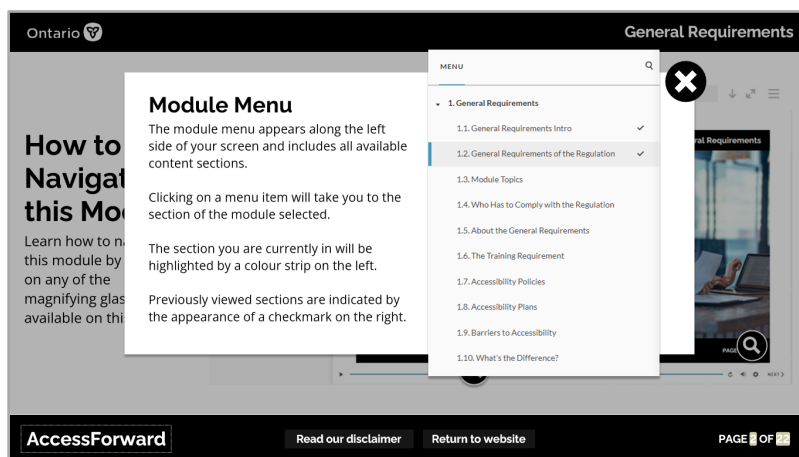
Module Searching

You can search the module by clicking the magnifying glass in the top right corner of the menu.

In the search box that appears, enter the keyword(s) that you wish to locate.

The result will be a list of module sections that includes the keyword(s).

Module Menu

The module menu appears along the left side of your screen and includes all available content sections.

Clicking on a menu item will take you to the section of the module selected.

The section you are currently in will be highlighted by a colour strip on the left.

Previously viewed sections are indicated by the appearance of a checkmark on the right.
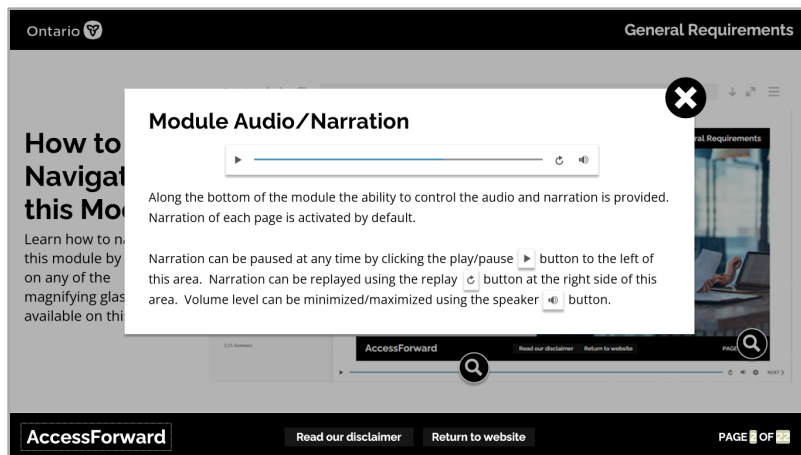
Module Audio/Narration

Along the bottom of the module the ability to control the audio and narration is provided. Narration of each page is activated by default.

Narration can be paused at any time by clicking the play/pause button to the left of this area. Narration can be replayed using the replay button at the right side of this area. Volume level can be minimized/maximized using the speaker button.
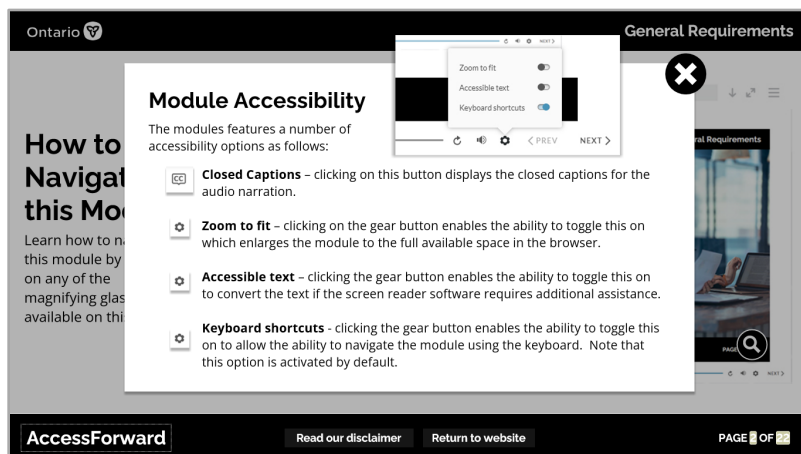
Module Accessibility

The modules features a number of accessibility options as follows:

Closed Captions – clicking on this button displays the closed captions for the audio narration.

Zoom to fit – clicking on the gear button enables the ability to toggle this on which enlarges the module to the full available space in the browser.

Accessible text – clicking the gear button enables the ability to toggle this on to convert the text if the screen reader software requires additional assistance.

Keyboard shortcuts - clicking the gear button enables the ability to toggle this on to allow the ability to navigate the module using the keyboard. Note that this option is activated by default.

Page 3 of 22: Organizational Classification Chart

Ontario ⬡   **General Requirements**

Organizational Classification Chart
The 5 classes of organizations:

+ **Government of Ontario and the Legislative Assembly**

+ **Large designated public sector organization**

+ **Small designated public sector organization**

+ **Large organization**

+ **Small organization**

Designated public sector organization: Refers to organizations listed in Schedule 1 (Broader Public Sector) of the Integrated Accessibility Standards Regulation. These organizations include hospitals, universities, colleges of applied arts and technology, district school boards, and organizations that provide public transportation.

Designated public sector also means every municipality and every person or organization listed in Column 1 of Table 1 of Ontario Regulation 146/10, of the Public Service of Ontario Act, 2006.

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The 5 classes of organizations:

Organizational Classification Chart

The 5 classes of organizati...

+ Government of Ontario

+ Large designated public

+ Small designated public

+ Large organization

+ Small organization

Government of Ontario and the Legislative Assembly

Includes every ministry of the Government of Ontario, the Office of the Premier, and the Legislative Assembly including constituency offices of the members of the Assembly.

...ctor organization: Refers ...l in Schedule 1 (Broader ...tegrated Accessibility ... These organizations include ..., colleges of applied arts and ...hool boards, and ...vide public transportation.

Designated public sector also means every municipality and every person or organization listed in Column 1 of Table 1 of Ontario Regulation 146/10, of the Public Service of Ontario Act, 2006.

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Organizational Classification Chart

The 5 classes of organiza...

+ Government of Onta...

+ Large designated pu...

+ Small designated pu...

+ Large organization

+ Small organization

Large designated public sector organization

A designated public sector organization with 50 or more employees (such as municipalities, hospitals, universities, colleges of applied arts and technology, district school boards, and organizations that provide public transportation).

...ctor organization: Refers ...l in Schedule 1 (Broader ...tegrated Accessibility ... These organizations include ..., colleges of applied arts and ...hool boards, and ...vide public transportation.

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Large designated public sector organization

A **designated public sector organization**[*] with 50 or more employees (such as municipalities, hospitals, universities, colleges of applied arts and technology, district school boards, and organizations that provide public transportation).

Small designated public sector organization

A **designated public sector organization*** with one to 49 employees such as the Ontario Office of the Fairness Commissioner and some municipalities.

Large Organization

A private or not-for-profit organization that provides goods, services or facilities to the public or to other organizations and has 50 or more employees in Ontario. It does not include the Government of Ontario, Legislative Assembly, or designated public sector organizations

Small Organization

A private or not-for-profit organization that provides goods, services or facilities to the public or to other organizations and has one to 49 employees in Ontario. It does not include the Government of Ontario, Legislative Assembly, or designated public sector organizations.

Page 4 of 22: General Requirements of the Regulation

This module covers the General Requirements of the Integrated Accessibility Standards Regulation (IASR).

Watch this video for an introduction to the IASR.

Video Transcript insert revised

Download a full written transcript of this video.

AccessForward: Training for an Accessible Ontario

An Evolution: Introduction to the Integrated Accessibility Standards Regulation and the General Requirements

NARRATOR:

When something is developed for the first time, its design typically reflects the technology advancements or limitations of the time.

As time goes on, through a process of re-thinking, trial and error, we find improvements that benefit even more people.

Improvements that make a thing we've created not only better, but that also make it more useful for us all.

[Captioning that appears on television on screen:] As you can see behind me, traffic lights in the city have undergone a drastic change since

[Audio description of sample video on screen:] "A man in a motorized wheelchair enters a restaurant and moves up to the counter."

To create a province where every person who lives or visits can participate makes good sense — for our people, our businesses and our communities.

That's why we're making Ontario accessible to all.

How do we do that? We do that by striving to remove barriers.

Barriers to accessibility are obstacles that make it difficult – sometimes impossible – for people with disabilities to do the things that most of us take for granted.

Barriers aren't just physical things, such as steps onto a bus or a door without a push button opener.

Information that a person can't easily access or understand can be a barrier. For example, when the print is too small on a brochure for someone with vision loss to read it.

Technology, or lack of it, can prevent access. Even everyday information technology like telephones and computers can present barriers.

Organizational barriers occur when policies, practices or procedures don't take accessibility into account.

Attitudinal barriers are about what we think or assume. For example, assuming someone with a speech impairment can't understand you.

Removing barriers doesn't have to be complicated.

Mostly it takes a slight shift in perspective.

Approximately 2.4 million people in Ontario have a disability. That's 20% of Ontario's population.

[text on screen:] 2.4 million people in Ontario have a disability

[text on screen:] 20% of Ontario's population

As the population ages, it's expected that the number of Ontarians with a disability will increase, as will the need for accessibility.

In 2005 the Government of Ontario passed the Accessibility for Ontarians with Disabilities Act, also known as the AODA.

[text on screen:] Accessibility for Ontarians with Disabilities Act

[text on screen:] AODA

Its goal is to make Ontario accessible by 2025, by creating and enforcing accessibility standards.

[text on screen:] Accessible by 2025

These standards are rules that businesses and organizations in Ontario have to follow to identify, remove and prevent barriers so that people with disabilities will have more opportunities to participate in everyday life.

Standards address key areas of daily living, such as customer service, information and communications, and employment.

Several accessibility standards are contained in one regulation under the AODA. It's called the Integrated Accessibility Standards Regulation, also known as the IASR, or simply "the regulation".

[text on screen:]

Accessibility for Ontarians with Disabilities Act, 2005

Ontario

Integrated Accessibility Standards Regulation

The IASR also includes a section of general requirements that apply to all the standards in the regulation.

[pyramid diagram on screen:]

Integrated Accessibility Standards Regulation

General Requirements

Accessibility Standards

This regulation is now law and requirements are being phased in over time to meet the goal of an accessible Ontario by 2025. This gives organizations time to make accessibility a part of their daily business.

It's important to note that the standards do not replace requirements established under the Ontario Human Rights Code to accommodate persons with disabilities to the point of undue hardship. They also do not limit obligations under any other legislation. If two laws conflict with one another, the AODA states that the law that provides the higher level of accessibility is the law that must be followed.

[text on screen:] "…In the event of a conflict between laws, the AODA specifically provides that the higher level of accessibility is the law that governs."

Compliance deadlines for the requirements vary based on the size and type of an organization. So, it's important to know how the regulation defines different types of organizations.

[text on screen:] Every person or organization that provides goods, services, or facilities to the public or other third parties and that has at least one employee in Ontario.

The regulation applies to every person or organization that provides goods, services, or facilities to the public or other third parties and that has at least one employee in Ontario.

[text on screen:] Organizations are grouped into 5 classes

Organizations are grouped into five classes:

1. The Government of Ontario, including every ministry, the Office of the Premier, and the Legislative Assembly including constituency offices of the members of the Assembly.

[text on screen:] Government of Ontario and Legislative Assembly

2. Large designated public sector organizations with 50 or more employees, including municipalities, hospitals, school boards, colleges and universities, and public transportation organizations.

[text on screen:] Large designated public sector organizations

3. Small designated public sector organizations are those with fewer than 50 employees, such as the Ontario Office of the Fairness Commissioner and some municipalities.

[text on screen:] Small designated public sector organizations

4. Large organizations are those with 50 or more employees in Ontario. This includes private sector organizations such as businesses and not-for-profit organizations.

[text on screen:] Large organizations

5. And small organizations are those with one to 49 employees in Ontario.

[text on screen:] Small organizations

In this module you will learn about the General Requirements.

[text on screen:] General Requirements

- accessibility policies

- accessibility plans

- training for employees

- procurement processes

- self-service kiosks

This section of the regulation outlines the requirements for: accessibility policies, accessibility plans, training for employees and others, procurement processes, and self-service kiosks.

Accessibility improvements benefit us all.

Accessible buses and exterior paths of travel are not only good for people who use wheelchairs or canes, but help people carrying luggage and parents with strollers.

Closed captioning allows both people with hearing loss and the group of friends at a pub to understand what's happening in the game.

Accessible documents and websites not only make using a screen reader possible, but also work better on personal handheld devices.

Greater accessibility means greater opportunity for Ontario. If we become more inclusive, we really will create a province where every person who lives or visits can participate and contribute to the life of our communities.

Doing so makes good sense — for our people, our businesses, and our communities. For all of us.

[text on screen:] Ontario logo

Developed by the Government of Ontario

Now let's take a closer look at the general requirements.

Page 5 of 22: Module Topics

Ontario | **General Requirements**

Module Topics

• Who Has to Comply with the Regulation
• About the General Requirements
• The Training Requirement
• Accessibility Policies
• Accessibility Plans
• Barriers to Accessibility
• What's the Difference?
• Procurement
• Self-Service Kiosks

This module will take you approximately 12 minutes to complete.

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- Who Has to Comply with the Regulation

- About the General Requirements

- The Training Requirement

- Accessibility Policies

- Accessibility Plans

- Barriers to Accessibility

- What's the Difference?

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- Procurement
- Self-Service Kiosks

This module will take you approximately 12 minutes to complete.

Page 6 of 22: Who Has to Comply with the Regulation

The regulation applies to organizations with at least one employee, and that provide goods, services, or facilities.

Under the regulation, businesses and organizations are divided into five classes:

The Government of Ontario

Refers to the executive of the government and operational branches, including all the ministries of the Government of Ontario and the Office of the Premier.

and the

Legislative Assembly

Refers to the Office of the Legislative Assembly of Ontario including all the offices of the Members of Provincial Parliament (MPPs), their constituency offices in their ridings and the offices of those appointed on the address of the Assembly, such as the Speaker of the Legislative Assembly of Ontario.

Large designated public sector organizations

A designated public sector organization with 50 or more employees (such as municipalities, hospitals, universities, colleges of applied arts and technology, district school boards, and organizations that provide public transportation).

Small designated public sector organizations

A designated public sector organization with one to 49 employees (such as the Ontario Office of the Fairness Commissioner and some municipalities).

Large organizations

Refers to a private or not-for-profit organization that provides goods, services or facilities to the public or to other organizations and has 50 or more employees in Ontario. It does not include the Government of Ontario, Legislative Assembly, or designated public sector organizations.

Who Has to Comply with the Regulation

The regulation applies to organizations with at least one employee, and that provide goods, services, or facilities. Under the regulation, businesses and organizations are divided into five classes:

1. The Government of On
2. Large designated publ
3. Small designated publi
4. Large organizations wi
5. Small organizations wi

Your organization's requirem
For a description of how org
Classification Chart.

❌ Small organization

Refers to a private or not-for-profit organization that provides goods, services or facilities to the public or to other organizations and has one to 49 employees in Ontario. It does not include the Government of Ontario, Legislative Assembly, or designated public sector organizations.

e classes it falls under.
the Organizational

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Small organizations

Refers to a private or not-for-profit organization that provides goods, services or facilities to the public or to other organizations and has one to 49 employees in Ontario. It does not include the Government of Ontario, Legislative Assembly, or designated public sector organizations.

Your organization's requirements and timelines for compliance depend on which of these classes it falls under.

Page 7 of 22: About the General Requirements

About the General Requirements

Integrated Accessibility Standards Regulation

General Requirements

Accessibility Standards

The regulation sets out the requirements for accessibility standards.

The regulation also includes general requirements that apply to all the standards and are outlined in this module.

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Triangle: Integrated Accessibility Standards Regulation

Rectangle 1: General Requirements

Rectangle 2: Accessibility Standards

The regulation sets out the requirements for accessibility standards.

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The regulation also includes general requirements that apply to all the standards and are outlined in this module.

Page 8 of 22: The Training Requirement (2 pages)

The regulation may influence how your organization operates; therefore, it's important for people in your organization to be aware of the requirements and the importance of accessibility. This is why training is a requirement.

Organizations must provide training on the requirements of the regulation as it relates to a person's duties – and on the Ontario Human Rights Code as it relates to people with disabilities.

The Ontario Human Rights Code (the "Code") is a provincial law that gives everybody equal rights and opportunities without discrimination in specific areas such as jobs, housing and services. The Code's goal is to prevent discrimination and harassment.

Training must be provided to:

- All existing and new employees and volunteers

- People who participate in developing your organization's policies

- Other people who provide goods, services, or facilities on behalf of your organization

Page 9 of 22: The Training Requirement (2 pages)

For example, training as it relates to a person's duties means a public relations officer of a municipal transit system may need training on the Transportation Standard, whereas an administrative assistant may not. Similarly, a human resources professional or manager may need training on the Employment Standard, while this may not be necessary for a security guard or accountant.

Organizations are also required to provide training when the organization's accessibility policies change.

All organizations except <u>small organizations</u> must keep a record of the training provided, including the dates the training took place and the number of individuals trained.

Small organization

Refers to a private or not-for-profit organization that provides goods, services or facilities to the public or to other organizations and has one to 49 employees in Ontario. It does not include the Government of Ontario, Legislative Assembly, or designated public sector organizations.

Page 10 of 22: Accessibility Policies

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

All organizations other than small organizations must also:

- Document these policies in writing.

- Make your policies publicly available, and in an accessible format on request.

- Include a statement of your organization's commitment to accessibility.

Small organization

Refers to a private or not-for-profit organization that provides goods, services or facilities to the public or to other organizations and has one to 49 employees in Ontario. It does not include the Government of Ontario, Legislative Assembly, or designated public sector organizations.

Accessible Formats

Formats that are an alternative to standard print and are accessible to people with disabilities. May include large print, recorded audio and electronic formats, and Braille.

Page 11 of 22: Accessibility Plans (2 pages)

Organizations, other than <u>small organizations</u>, must develop an accessibility plan.

An accessibility plan outlines the steps that your organization will take to prevent and remove barriers to accessibility and how the requirements of the regulation will be met.

If you belong to an organization other than a **small organization**, you must:

- Establish, implement, document, and maintain a multi-year accessibility plan.
- Post the accessibility plan on your website, if you have one, and provide the plan in an accessible format on request.
- Review and update the accessibility plan at least once every five years.

Small organization

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Refers to a private or not-for-profit organization that provides goods, services or facilities to the public or to other organizations and has one to 49 employees in Ontario. It does not include the Government of Ontario, Legislative Assembly, or designated public sector organizations.

Page 12 of 22: Accessibility Plans (2 pages)

If you belong to the Government of Ontario, the Legislative Assembly, or a designated public sector organization, you must also:

Establish, review, and update your accessibility plan in consultation with people with disabilities.

Prepare an annual status update on your progress in implementing your plan, including steps taken to comply with the requirements of the regulation.

Publicly post the status update on your website, if you have one, and provide it in an accessible format on request.

Page 13 of 22: Barriers to Accessibility

Your organization may wish to do an assessment to help better understand its readiness to meet its accessibility requirements. An assessment may help develop an effective plan to prevent and remove barriers to accessibility.

It is important to understand barriers to accessibility when developing an organization's accessibility plan.

What is a barrier to accessibility? Barriers can prevent a person with a disability from fully participating in society. Select each type of barrier for examples:

Information and communication

Example: Print that is too small to read

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Attitudinal

Example: Assuming that a person who has a speech impairment cannot understand you.

Technological

Example: A website that does not support screen reading software
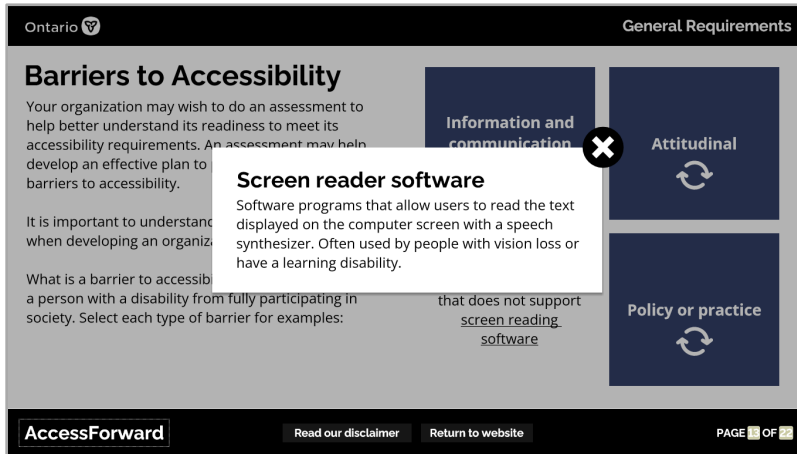
Screen reader software

Software programs that allow users to read the text displayed on the computer screen with a speech synthesizer. Often used by people with vision loss or have a learning disability.

Policy or practice

Example: A hiring process that does not offer accommodations in interviews

Page 14 of 22: What's the Difference?

What's the Difference?

At first glance, there are a few terms in the regulation that might seem interchangeable, but they aren't. Select each of the terms below to learn what they mean and see examples of each:

- Accessibility Policies   **+ Accessibility Plans**

An accessibility policy states what rules or principles an organization will put in place to support achieving its accessibility goals.

An example of a policy might be: "Our organization will meet the information and communication needs of people with disabilities by providing, upon request, information and communications materials in accessible formats or with communication supports."

AccessForward   Read our disclaimer   Return to website   PAGE 14 OF 22

What's the Difference?

At first glance, there are a few terms in the regulation that might seem interchangeable, but they aren't. Select each of the terms below to learn what they mean and see examples of each:

+ Accessibility Policies   **- Accessibility Plans**

An accessibility plan describes the actions an organization will take to prevent and remove barriers and when it will do so. An accessibility plan creates a road map for an organization to increase accessibility. It's the actions that support an organization's commitment to accessibility and its accessibility policies.

An example of an action item in an accessibility plan could be how the organization intends to meet the accessible formats and communication supports requirement of the regulation.

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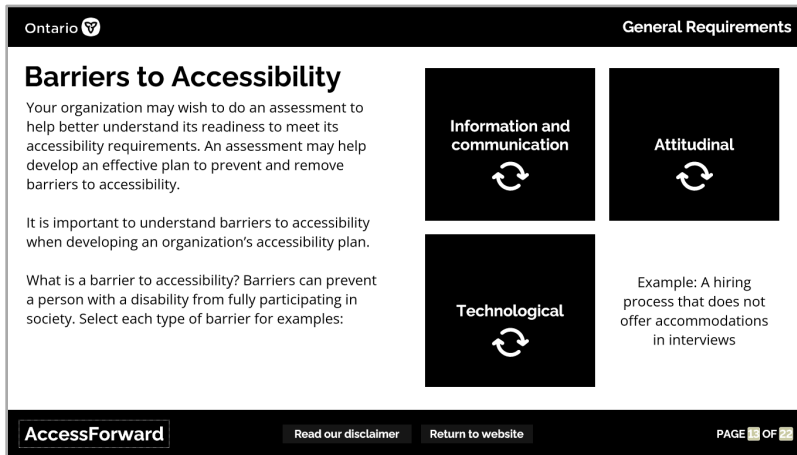At first glance, there are a few terms in the regulation that might seem interchangeable, but they aren't. Select each of the terms below to learn what they mean and see examples of each:

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Ontario — General Requirements

What's the Difference?

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+ Accessibility Poli

An accessibility policy state
principles an organization
support achieving its acces

An example of a policy mig
organization will meet the
communication needs of p
disabilities by providing, u
information and communications materials in
accessible formats or with **communication supports.**"

Communication supports

Supports that individuals with disabilities may need to access information. Some examples include plain language, sign language interpreter, reading the information out loud to a person with vision loss, adding captioning to videos or using written notes to communicate with someone who is hard of hearing.

AccessForward — Read our disclaimer — Return to website — PAGE 13 OF 22

Communication supports

Supports that individuals with disabilities may need to access information. Some examples include plain language, sign language interpreter, reading the information out loud to a person with vision loss, adding captioning to videos or using written notes to communicate with someone who is hard of hearing.

Accessibility Plans

An accessibility plan describes the actions an organization will take to prevent and remove barriers and when it will do so. An accessibility plan creates a road map for an organization to increase accessibility. It's the actions that support an organization's commitment to accessibility and its accessibility policies.

An example of an action item in an accessibility plan could be how the organization intends to meet the accessible formats and communication supports requirement of the regulation.

Page 15 of 22: Knowledge Check

Which of the following statements is true about accessibility policies?

Choose the best response and select Submit Response.

A - Accessibility policies identify areas where organization staff will need training.

B - Accessibility policies prove that your organization is in compliance.

C - Accessibility policies outline how your organization will address any accessibility barriers encountered.

D - Accessibility policies describe what your organization is doing, or intends to do, to meet the requirements of the regulation.

SUBMIT RESPONSE

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D

That's correct.

Accessibility policies describe what your organization is doing, or intends to do, to meet the requirements of the regulation. They serve as rules your organization creates that guide your everyday practices.

A, B, C

That's incorrect.

Accessibility policies describe what your organization is doing, or intends to do, to meet the requirements of the regulation. They serve as rules your organization creates that guide your everyday practices.
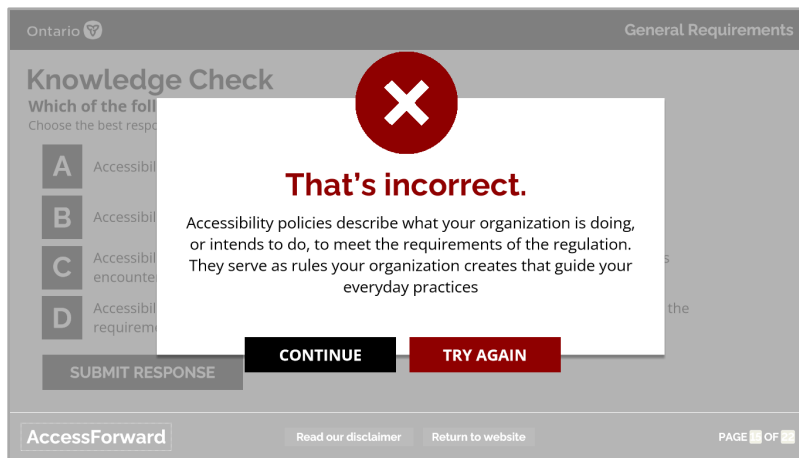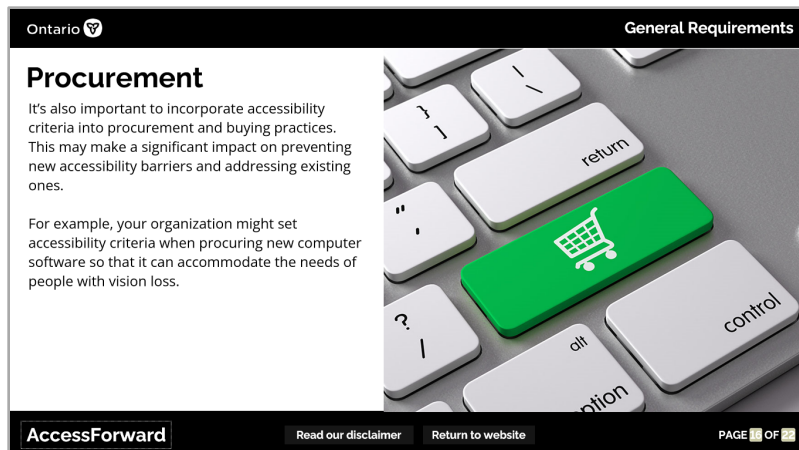
Page 16 of 22: Procurement (2 pages)

It's also important to incorporate accessibility criteria into procurement and buying practices. This may make a significant impact on preventing new accessibility barriers and addressing existing ones.

For example, your organization might set accessibility criteria when procuring new computer software so that it can accommodate the needs of people with vision loss.

Page 17 of 22: Procurement (2 pages)

This requirement applies to the Government of Ontario, the Legislative Assembly, and designated public sector organizations, which must:

Incorporate accessibility design, criteria and features in procurement, except where it is not practicable to do so; for example, technological compatibility between older products and newer ones being procured.

Provide an explanation, on request, as to why accessibility design, criteria and features were not practicable to incorporate into the procurement; for example, when accessible goods, services, or facilities are not available.

Page 18 of 22: Self-Service Kiosks (2 pages)

Self-Service Kiosks

A self-service kiosk is an interactive electronic terminal, such as a point-of-sale device you use at a grocery store checkout or for fare or parking payment. People with disabilities should be able to use a self-service kiosk as independently and securely as possible. Select the heading below for a detailed example of a barrier to accessibility in self-service kiosks:

+ An example of a barrier to accessibility

Many organizations have self-service kiosks that use touch-screen technology, which is difficult or impossible to use for people with vision loss. This is a technical and structural barrier that can have a significant impact for people trying to make purchases independently and securely using a touch-screen kiosk. When determining what accessibility features can be included in the design or purchase of a kiosk, you may want to consider including an alternate (non-visual) way to use it, such as a tactile keyboard and audio instructions.

Page 19 of 22: Self-Service Kiosks (2 pages)

The Government of Ontario, the Legislative Assembly, and designated public sector organizations: Must incorporate accessibility features when designing, procuring, or acquiring self-service kiosks.

Large and small organizations: Shall 'have regard' for people with disabilities when designing, procuring, or acquiring self-service kiosks. This means organizations must consider what accessibility features they could build into their kiosks to best meet the needs of their customers and clients.

Shall 'have regard' for people with disabilities when designing, procuring, or acquiring self-service kiosks. This means organizations must consider what accessibility features they could build into their kiosks to best meet the needs of their customers and clients.

Page 20 of 22: Knowledge Check

Which of the following are small organizations required to do?

Choose the best response and select Submit Response.

A - Incorporate accessibility design, criteria and features when procuring or acquiring goods, services, or facilities, except where it is not practicable to do so.

B – Incorporate accessibility features when designing, procuring, or acquiring self-service kiosks.

C – Keep a record of the training provided on the standards, including the dates that training took place and the number of individuals trained.

D – 'Have regard' for people with disabilities when designing, procuring, or acquiring self-service kiosks.

SUBMIT RESPONSE

Ontario   **General Requirements**

Knowledge Check

Which of the foll

Choose the best resp

A Incorpora ... s, services, or facilities,

B Incorpora ... osks.

C Keep a re ... g took place and the n

D 'Have reg ... vice kiosks.

SUBMIT RESPONSE

That's correct.

The government understands that smaller organizations may not have the resources or capacity to meet certain requirements. This is the best answer.

CONTINUE

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D

That's correct.

The government understands that smaller organizations may not have the resources or capacity to meet certain requirements. This is the best answer.

A, B, C

Sorry, that's incorrect.

The government understands that smaller organizations may not have the resources or capacity to meet certain requirements. The best answer from this list is 'Have regard' for people with disabilities when designing, procuring, or acquiring self-service kiosks.

CONTINUE

Page 21 of 22: Summary

You have now completed the General Requirements module.

Module Topics

- Who Has to Comply with the Regulation

- About the General Requirements

- The Training Requirement

- Accessibility Policies

- Accessibility Plans

- Barriers to Accessibility

- What's the Difference?

- Procurement

- Self-Service Kiosks

Page 22 of 22: Certificate

AccessForward cannot certify completion. It is the responsibility of the individual to certify that they have completed the module content.

If you are required to provide confirmation of your training covered in this module, a sample completion certificate which you can sign and date is provided on the AccessForward.ca website.

Download Certificate

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