



## **Integrated Accessibility Standards Regulation**

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## **Seasonal Employee Training Guide**

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County of Peterborough  
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## Introduction

This guide is intended to meet the training required under Section 7 of the Integrated Accessibility Standards Regulation (IASR). Section 7 states that organizations must provide training to staff, volunteers and others on the requirements of the regulation. This guide provides an overview of the IASR requirements for County of Peterborough seasonal employees.

## AODA & IASR

In 2005 the Government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA). Its goal is to make Ontario accessible to all Ontarians by 2025, by creating and enforcing standards for accessibility.

These standards are rules that businesses and organizations in Ontario must follow to identify, remove and prevent barriers so that people with disabilities will have more opportunities to participate in everyday life. Standards address key areas of daily life, such as customer service, information and communications, and employment.

Several accessibility standards are contained in one regulation under the AODA called the Integrated Accessibility Standards Regulation, also known as the IASR. The IASR is now law and all County employees must be trained to ensure compliance.

## Compliance

Who has to comply?

Every business and organization operating in Ontario that:

- provides goods, services or facilities to the public or other organizations, and,
- has at least one employee in Ontario



### IASR - Areas of focus

- ▲ Information & Communications
- ▲ Employment
- ▲ Transportation
- ▲ Design of public spaces

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## General Requirements

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In addition to setting out the requirements for each standard, the IASR includes general requirements that apply across all the standards in the regulation.

- Training
- Accessibility Policies
- Accessibility Plans
- Procuring or Acquiring Goods, Services or Facilities
- Self-service Kiosks

Many of these requirements will not relate directly to the work that you do at the County. However, knowledge of these general requirements is helpful no matter where you are employed. **Please refer to Policy #CA-18 – Integrated Accessibility Standards on the USB that was provided to you.**



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## Information and Communications Standard

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

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### Accessible Formats & Communication Supports

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If requested, County employees must provide information and communications in an accessible manner to people with disabilities. Some examples of accessible formats include: reading written information to a person directly, large font/print, text transcripts of audio or visual information, handwritten notes instead of spoken word, etc.

When a request is received, employees must consult with the person to determine his/her accessibility needs. Accessible formats and communication supports must be provided in a timely manner and at a cost that is not more than the regular costs charged to other people.

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

- an explanation as to why the information or communications are not convertible, and
  - a summary of the information or communications
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### Feedback Processes

The County must establish a customer service feedback process for receiving and responding to feedback about how we provide goods or services to people with disabilities.

Such feedback processes must be available, upon request, in accessible formats. Should you get such a request please inform your supervisor who can provide direction.



### Accessible Websites & Web Content

The County must conform with the World Wide Web Consortium’s Web Content Accessibility Guidelines (WCAG 2.0).

If your work at the County involves website or web content maintenance, please check with your supervisor to ensure compliance with this standard in the work that you do.



### 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. These requirements apply to:

- o paid employees (including seasonal workers)

### Informing Employees of Supports

The County is obligated to inform all employees of their accessible employment practices. This includes, but is not limited to, providing accommodations that take into account an employee’s accessibility needs due to disability.

Your letter of hire provided information regarding County policies and procedures in this regard. Any queries should be directed to Human Resources.



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## Recruitment, Assessment or Selection Process

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All County job postings include information to guide applicants who may require accommodation in the recruitment and selection processes at the County. Such requests are to be directed to Human Resources.

The FAQ on the County website also provides direction should an applicant require accommodating for testing.



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## Selection

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Your letter of hire from the County contained information about the County's policy and procedures related to requests for accommodation. This may be due to a return to work requirement or in cases where the employee is attempting to remain at work actively. In all such situations, this will involve your supervisor and Human Resources.

**Refer to policy: HR-35 – Return to Work/Request for Accommodation provided on your USB.**



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## Accessible Formats and Communication Supports for Employees

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As an employee of the County, you may request accessible formats and communication supports. The County must consult with employees to determine their accessibility needs and how best to accommodate them.

Accessible formats and communication supports can be requested for information required for the employee to perform their job, and for information generally available to all employees.



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## Workplace Emergency Response Information

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The County must provide individualized workplace emergency response information to employees with disabilities (if the disability makes it necessary), and the employer is aware of the need. A plan must be prepared with your supervisor so that appropriate assistance is required in the event of an emergency such as an evacuation.

This plan must be reviewed if the employee moves to a different



location, accommodation needs change, or County emergency response policies change.

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### Documented Individual Accommodation Plans

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The County must have a written process to document individual accommodation plans for employees with disabilities. This will help the County have a clear and consistent approach for accommodating employees with disabilities. To meet this standard the County will develop a Return to Work/Request for Accommodation Plan whenever required. Human Resources staff is available to guide the development of plans as required.



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### Performance Management, Career Development, Advancement and Redeployment

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The standard requires that processes for performance management, career development, and redeployment take into account the accessibility needs of employees with disabilities and their individual accommodation plans.

In order to meet the requirement, County supervisors will review current individual accommodation plans or accessibility needs and provide accessible career development, advancement and redeployment opportunities for employees with disabilities.



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### Transportation Standard

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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.

The Transportation Standard applies to conventional, specialized and other transportation services, as well as certain ferries, and municipalities that license taxicabs or provide conventional transportation services.

The County of Peterborough is not directly involved in the delivery of transportation services and, therefore, the Transportation Standard is not currently applicable. The County will review the standards should the service provisions of the County change into the future.

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## Design of Public Spaces Standard

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The Design of Public Spaces Standard sets requirements for specific features of our physical environment that will make it easier for people with disabilities to move through, use and enjoy what our communities have to offer. While your work may not involve design of public spaces, you should know that this standard encompasses:

- Recreational trails, beach access routes
- Outdoor public use eating areas
- Outdoor play spaces
- Sidewalks and walkways
- Parking
- Service counters
- Waiting areas

If your work involves maintenance of any areas referenced above, always keep in mind the needs of those with disabilities to ensure compliance with this standard. If you have specific questions, contact your supervisor for clarification.

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## OHRC (Ontario Human Rights Code)

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The Ontario Human Rights Code also helps to ensure all Ontarians, including those with disabilities, enjoy equal rights and opportunities, and freedom from discrimination. The Code recognizes the dignity and worth of every person in Ontario.

The Code applies to employment, housing, facilities, services as well as memberships in unions, trade or professional associations.

The Code provides a definition of “disability” as it relates to a request for accommodation:

- “Disability” covers a broad range and degree of conditions, some visible and some invisible
  - A disability may be present from birth, caused by an accident, or developed over time
  - Examples include:
    - Physical
    - Mental
    - Learning Disabilities
    - Hearing
    - Vision
    - Drug and alcohol dependencies
    - Environmental sensitivities
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If you have any questions regarding OHRC and your rights in the workplace, please contact Human Resources.

## **Conclusion**

This concludes your awareness training on the Integrated Accessibility Standards Regulation as part of your employment at the County of Peterborough. Should you have any questions regarding your responsibilities related to IASR or providing service to those with disabilities, please contact your supervisor directly.

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### Training Quiz:

- 1) The Integrated Accessibility Standards Regulation:
  - a) is a law that applies to all employees;
  - b) is directly related to the AODA (Accessibility for Ontarians with Disabilities Act);
  - c) has a goal of making Ontario accessible to all by 2025;
  - d) all of the above.
  
- 2) The Integrated Accessibility Standards Regulation includes standards on:
  - a) Information & Communications;
  - b) Transportation;
  - c) Employment;
  - d) all of the above.
  
- 3) As an employee of the County, if I have a disability and require accommodation I need to:
  - a) review County Policy #HR-35 – Return to Work/Request for Accommodation and contact Human Resources;
  - b) contact the Ontario Human Rights Commission;
  - c) file for sick leave;
  - d) ask my colleagues to cover for me.

### Integrated Accessibility Standards Regulation Training

Completion must be indicated on this sign off sheet after you have worked through this training manual. If you have any questions and/or concerns with the training or require clarification on any sections of this manual please contact your Human Resources Department.

This sheet must be signed and dated before returning to your manager. In doing so, you are agreeing that you have completed and understood the Integrated Accessibility Standards Regulation Training.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Please forward to Human Resources for official record keeping in the employee's HR file.