Making Ontario Accessible by 2025

Accessibility Policy

Presentation to Municipal Council

December 3, 2012

FORT·ERIE
ONTARIO
Our Focus: Your Future

Accessibility in Ontario

- Approximately 1.8 million Ontarians (15.5%) have some form of disability

- Fort Erie's population is 30,000 – that means 4,650 residents have some form of disability

- Increasing as the population gets older

- In 2026 approximately 16% of people in Canada will have a disability

- Spending power of $21 to $25 billion a year in Canada

Legislative Background

- ***Human Rights Code*** – Duty to accommodate

- ***Ontarians with Disabilities Act, 2001 (ODA)***

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

  Purpose: To achieve a fully accessible Ontario by 2025.

  How is this achieved?

  - By developing accessibility standards

  - Enforcing the standards

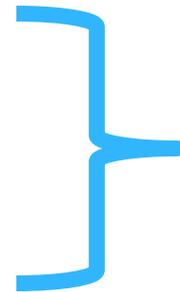 - Applies to public, broader public and private sectors

AODA Standards

- Purpose of the AODA:

Setting the standards to achieve accessibility for Ontarians with disabilities by 2025

<u>Five Standards</u>

1. Customer Service

2. Built Environment

3. Information and Communication

4. Employment

5. Transportation

} Integrated Accessibility Standard

Customer Service Standard

Ontario Regulation 429/07 was approved July 2007

Municipalities must comply by January 1, 2010; Private Sector must comply by January 1, 2012

Requires:

✓ Accessible customer service policy, procedures and practices

✓ Staff training

✓ A feedback method

✓ Alternate communication methods, service animals, support persons and assistive devices

✓ Notice of service disruption

Integrated Accessibility Standard

Ontario Reg. 191/11 was approved on June 3, 2011.

The Ontario government enacted regulation that integrated three standards into one streamlined regulation.

The legislation sets out compliance requirements based on:

✓ General Requirements;

✓ Information and Communication;

✓ Employment; and

✓ Transportation.

On August 15, 2012 the Province released an amendment to this regulation to include "design of public spaces".

Integrated Accessibility Standard - General Requirements

- Develop, implement and maintain accessibility policies (by January 1, 2013)

- Develop multi-year accessibility plans

- Incorporate accessibility when procuring goods, services and facilities and make self service kiosks accessible

- Training (2014)

Integrated Accessibility Standard - Information and Communication

- Make feedback accessible

- Make information accessible to the public

  - In a timely manner that takes into account the person's accessibility needs due to their disability

  - At a cost no more than regular costs to others

  - Consult with person regarding suitability of an accessible format or communication support

  - Notify public re availability

Communication:
Interaction between two or more persons provided, sent or received

Integrated Accessibility Standard - Information and Communication

I & C Continued:

- Make emergency information accessible to the public, upon request and as soon as is practicable (by 2012)

- Make websites accessible:

  - Website – NEW – 2014 – Internet and Intranet WCAG 2.0, Level A initially and increase to Level AA

  - Websites and Content (2021) – all internet websites and web content WCAG 2.0, Level 11

- Public Libraries – provide access to or arrange for accessible materials (where they exist)

Integrated Accessibility Standard - Employment Requirements

(Large Public Sector – 2014)

- *To promote hiring of people with disabilities, provide accessibility across all stages of the employment life cycle, and encourage employees to disclose*

- Applies to paid employees and does not apply to volunteers and other non-paid individuals (ie. Board of Directors)

  1. **Recruitment**

  2. **Assessment**

  3. **Selection**

  4. **Retention**

Integrated Accessibility Standard - Transportation Requirements

Conventional and Specialized Transportation Services:

- The standard has several requirements that apply to both conventional and specialized transportation including :

    - Making information on accessibility equipment and features of vehicles, routes and services available to the public

    - Fare structure, payment and hours of service parity

    - Developing an eligibility application process including an independent appeal process for specialized transit

    - Providing clearly marked courtesy seating for people with disabilities (conventional)

    - Providing verbal and visual announcements of routes and stops on vehicles

Integrated Accessibility Standard - Transportation Requirements

OTHER Transportation Requirements:

- **Public school boards** that provide transportation services for students must provide integrated accessible school transportation services when possible. When that is not possible, or it is not the best option for a student because of the nature of their disability or safety concerns, then the school board must provide appropriate alternative accessible transportation services.

- **Hospitals, Colleges and Universities** – when requested, hospitals, colleges and universities that provide transportation services must provide accessible vehicles or equivalent services.

- **Municipalities that licence taxi cabs** must ensure that owners and operators of taxicabs do not charge higher fares or additional fees to a passenger with a disability. Every municipality must consult with the public to determine the proportion of accessible taxis required in the community.

- **Ferries** – the standard outlines requirements for ferries that operate only within Ontario and provide passenger transportation and weigh 1,000 tonnes or more.

Timelines for Compliance with Accessibility Standards

Broader Public Org. 50+ employees

2011

Transportation
- Fares (equal fares for persons with/without disabilities)
- Pre-boarding and Ob-board announcements (verbal)
- Non-functioning accessibility equipment
- Origin to Destination services
- Storage of mobility aids (no charge)

2012

Information and Communications
- Emergency and public safety information

Employment
- Workplace emergency information

Transportation
- Transit stops
- Storage of mobility aids
- Companions and Children
- Availability of information on accessibility equipment
- General responsibilities
- Emergency preparedness and response
- Courtesy seating

2013

General Requirements
- Policies
- Accessibility Plans
- Procuring or acquiring goods, services or facilities
- Kiosks

Information and Communications
- Educational/training resources/materials
- Training to educators
- Public libraries

Transportation
- Accessibility Plans
- Coordinated services
- Service disruptions
- Visitors
- Fare Parity (within same provider)
- Alternative accessible method of transportation
- Hours of service (within same provider)
- Service delays
- Duties of municipalities (bus stops/shelters) Fares (payment options)

2014

General Requirements
- Training

Information and Communications
- Accessible feedback processes
- New internet websites and web content on those sites must conform with WCAG 2.0 Level A

Employment
- Recruitment
- Employees returning to work
- Employee accommodation
- Performance management, career development and deployment

Transportation
- Training
- Trip restrictions
- Fares, support persons
- Eligibility application process (existing)
- Booking
- Emergency or compassionate grounds

2015

Information and Communications
- Accessible formats and communication supports

2017

Transportation
- Pre-boarding and on-board announcements (electronic)
- Categories of eligibility

2021

Information and Communications
- All internet websites and web content on those sites must conform with WCAG 2.0 Level AA, excluding live captioning and audio description

The Accessibility Policy

- Develop, implement and maintain accessibility policies (by January 1, 2013) governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in the Regulation

  - Statement of Organizational Commitment to meet the accessibility needs of persons with disabilities in a timely manner in the policies

  - Prepare one or more written documents describing its policies

  - Make documents publicly available and provide them in an accessible format