

Creating an Accessible York Region

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



"How may I *best* help you?"



The Accessibility for Ontarians with Disabilities Act (2005) (AODA) sets accessibility standards for customer service, information and communications, employment, transportation and the built environment

Message from the Chief Administrative Officer

[Embed video message from Bruce Macgregor, CAO]



"How may I *best* help you?"



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Learning Outcomes

- Why accessibility?
- *Accessibility for Ontarians with Disabilities Act, 2005*
- York Region's Accessibility Policy and Principles
- Ontario Human Rights Code



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The *Accessibility for Ontarians with Disabilities Act (2005)* (AODA) sets accessibility standards for customer service, information and communications, employment, transportation and the built environment

Why accessibility?

- Currently 1 in 7 people or 1.85 million Ontarians have a disability (this will be 1 in 5 by 2036)
- Represents 15.5% of Ontario's population

“Accessibility: The degree of ease that something can be used and enjoyed by a person with a disability”

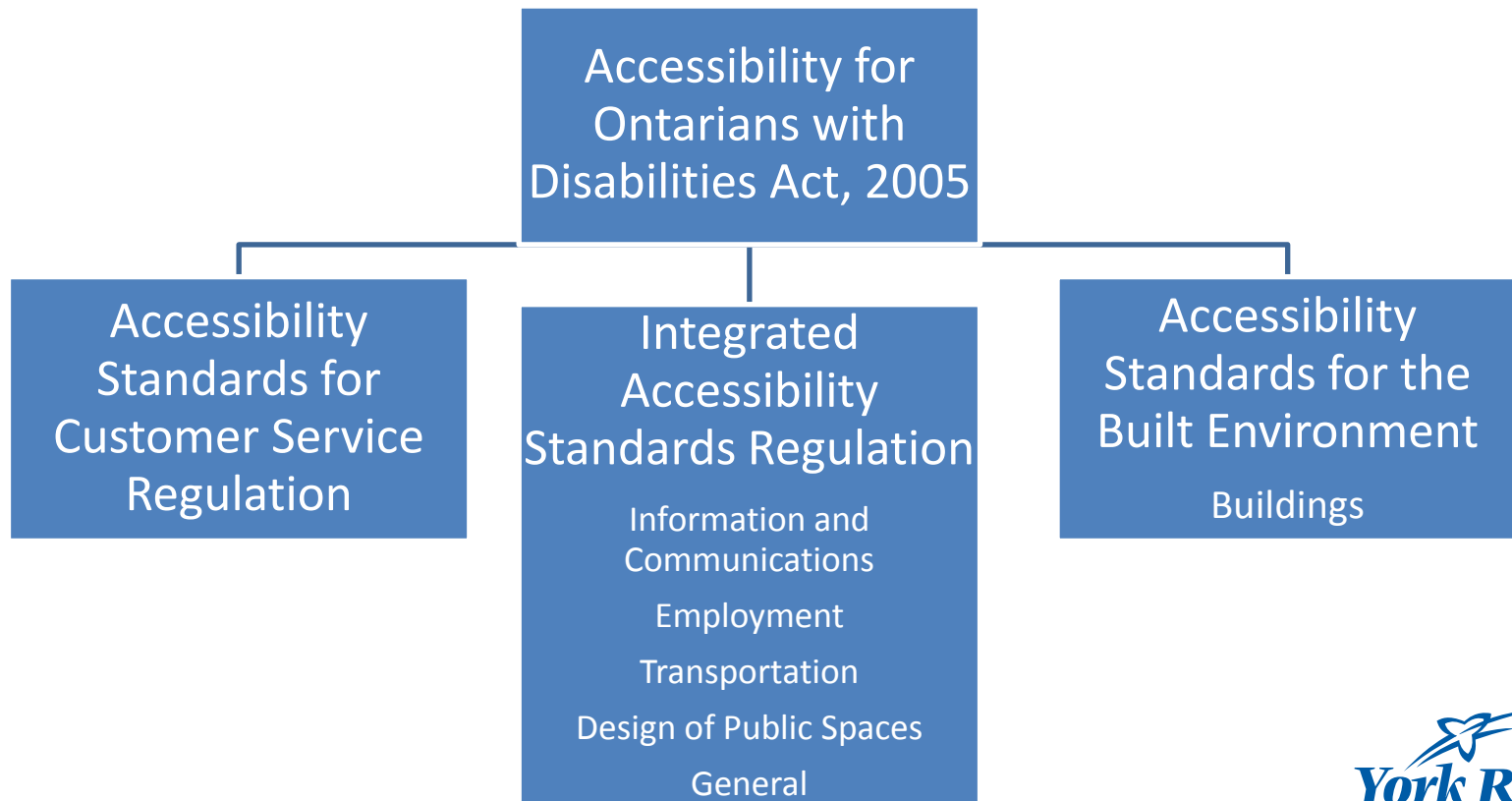
- Accessibility benefits everyone



“How may I *best* help you?”



Provincial accessibility standards help identify, remove and prevent barriers



"How may I *best* help you?"



The *Accessibility for Ontarians with Disabilities Act (2005)* (AODA) sets accessibility standards for customer service, information and communications, employment, transportation and the built environment

York Region has an Accessibility Policy



Groups all AODA accessibility standards under one policy umbrella:

- Customer Service
- Information and Communications
- Employment
- Transportation
- Built Environment



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Accessibility Policy establishes York Region's core accessibility principles

York Region:

- ✓ Offers accessible customer service
- ✓ Has a multi-year accessibility plan
- ✓ Ensures accessibility is considered in purchases and acquisitions
- ✓ Offers AODA training
- ✓ Makes the way we communicate accessible to people with disabilities
- ✓ Makes websites and web content accessible
- ✓ Creates an accessible work environment
- ✓ Provides accessible public transportation services
- ✓ Makes buildings and public spaces accessible to everyone



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Our commitment

“The Regional Municipality of York is committed to meeting the accessibility needs of people with disabilities in a **timely** and **proactive** manner so that all people may have **equitable** access to Regional programs, goods, services and facilities in a way that respects their **dignity** and **independence**.”

York Region’s Accessibility Policy:
Statement of Organizational Commitment



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Offering accessible customer service is how we do business



- Accessible Customer Service Training helps us *best* serve our customers with disabilities
- Affirms commitment to offer all customers the same services, in the same places and in a similar way



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Multi-Year Accessibility Plan is our roadmap to 2021



- Outlines ways the Region will prevent and remove barriers and meet AODA requirements
- Established in partnership with York Regional Police and in consultation with people with disabilities



“How may I *best* help you?”



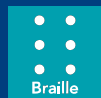
Placing an “accessibility lens” on purchases and acquisitions



- York Region incorporates accessibility design, criteria and features in purchases and acquisitions, if possible
- If it is not possible, the Region provides an explanation upon request



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Training on the importance of accessibility and implementing the AODA

- AODA requires:
 - Accessible Customer Service Training
 - Integrated Accessibility Standards Regulation and Human Rights Code Training
- Applies to employees, volunteers and suppliers
- Various elective courses available



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Making it easier for people with disabilities to offer feedback



- Customers offer feedback about Regional services by phone, email, in person or on the website
- Different ways to offer feedback are available upon request



“How may I *best* help you?”



Making the way we communicate accessible to people with disabilities

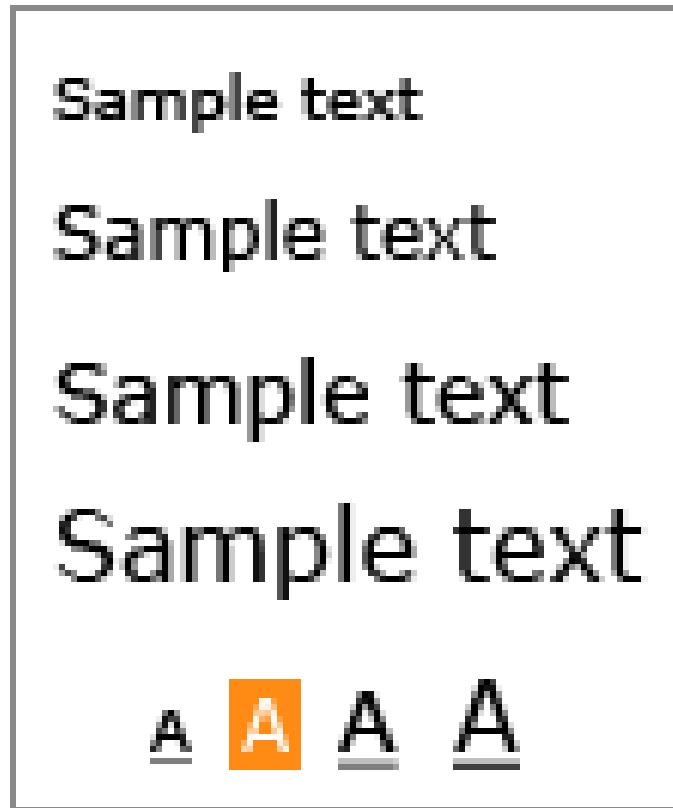
- York Region is committed to create, provide and receive information in ways that are accessible to everyone
- Accessible formats or communication supports provided upon request



"How may I *best* help you?"



Making websites and web content accessible



- AODA uses international guidelines as the standard for making websites and web content accessible to a broader range of people with disabilities
- www.york.ca achieves these accessibility standards



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Creating an accessible work environment

- York Region is committed to remove barriers across the employment life cycle
- Accessibility is integrated into regular work processes such as recruitment, career development and accommodation plans



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Providing accessible public transportation services



- York Region Transit (YRT/Viva) provides conventional transit services across York Region
- Mobility Plus provides specialized transit services to customers with disabilities



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Making buildings and public spaces accessible to everyone

- AODA standards make public spaces such as trails, picnic grounds and playgrounds more accessible
- Accessibility standards for new and renovated buildings are in Ontario's Building Code



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Creating an Accessible York Region

York Region:

- ✓ Offers accessible customer service
- ✓ Has a Multi-Year Accessibility Plan that is a roadmap to 2021
- ✓ Places an “accessibility lens” on purchases and acquisitions
- ✓ Trains on the importance of accessibility and implementing the AODA
- ✓ Makes the way we communicate accessible to people with disabilities
- ✓ Makes websites and web content accessible
- ✓ Creates an accessible work environment
- ✓ Provides accessible public transportation services
- ✓ Makes buildings and public spaces accessible to everyone



“How may I *best* help you?”



Working Together:

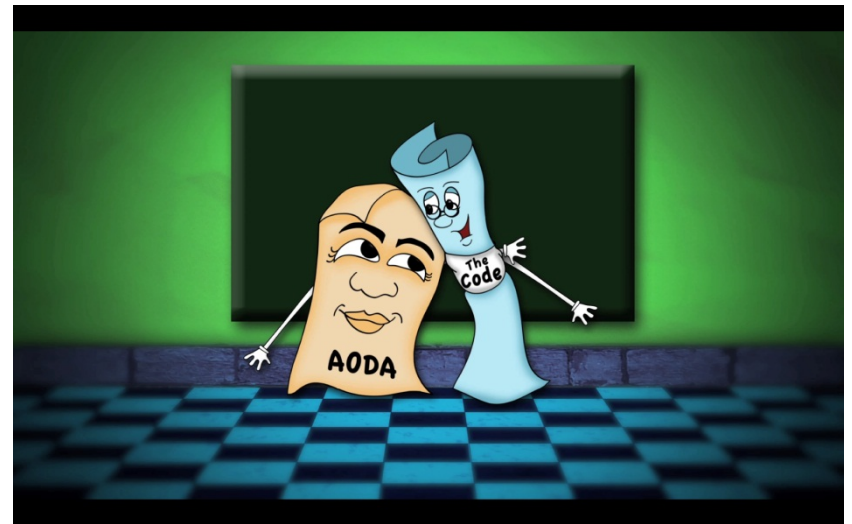
The Ontario Human Rights Code and the AODA

Ontario Human Rights Code:

- Provides equal rights for all people
- Ensures people with disabilities are free from discrimination
- Works with the AODA to promote equality and accessibility in Ontario



Ontario
Human Rights Commission
Commission ontarienne des
droits de la personne




York Region

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The Accessibility for Ontarians with Disabilities Act (2005) (AODA) sets accessibility standards for customer service, information and communications, employment, transportation and the built environment

Working Together: The Ontario Human Rights Code and the AODA

(embed part 1 of video)

Part 1. Introduction

Video courtesy
Ontario Human Rights Commission



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Working Together: The Ontario Human Rights Code and the AODA

(embed part 2 of video)

Part 2. The Code

Video courtesy
Ontario Human Rights Commission



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Working Together: The Ontario Human Rights Code and the AODA

(embed part 3 of video)

Part 3.

Understanding the Duty to Accommodate

Video courtesy
Ontario Human Rights Commission



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Working Together: The Ontario Human Rights Code and the AODA

(embed part 4 of video)

Part 4.

Applying Human Rights Principles

Video courtesy
Ontario Human Rights Commission



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The Accessibility for Ontarians with Disabilities Act (2005) (AODA) sets accessibility standards for customer service, information and communications, employment, transportation and the built environment

Working Together: The Ontario Human Rights Code and the AODA

(embed part 5 of video)

Part 5.

Compliance and Enforcement

Video courtesy
Ontario Human Rights Commission



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Working Together: The Ontario Human Rights Code and the AODA

Ontario Human Rights Code:

- Works with the AODA to promote equality and accessibility in Ontario
- Provides equal rights for all people
- Ensures people with disabilities are free from discrimination
- Has primacy over other Ontario laws, including the AODA
- States the legal duty to accommodate people with disabilities



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York Region’s Accessibility Policy:
Statement of Organizational Commitment



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For more information

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This training module was produced by The Regional Municipality of York

“Working Together: The Ontario Human Rights Code and the
Accessibility for Ontarians with Disabilities Act, 2005”

was produced by the Ontario Human Rights Commission

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Disclaimer

This training resource is not legal advice. If you require assistance in interpreting the legislation, please contact your legal counsel. This resource has been created to assist in understanding the legislation and does not replace the official version of the Integrated Accessibility Standards Regulation, Ontario Regulation 191/11 (IASR) and the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). If there is any conflict between this resource, the IASR and the AODA, the IASR and the AODA are the final authorities.

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