

AODA Training Module

1.1 Title

Accessibility for Ontarians with Disabilities Act Training Module

Accessibility Is Everyone's Business!



1.2 Welcome!

Welcome!

- This module will take approximately 25 minutes to complete.
- Please read each page carefully and follow any instructions then click the “Next” button to move forward.
- This module contains audio. Please adjust your volume accordingly or wear headphones, if available.
- The menu is available on the top left of the screen for you to monitor your progress throughout the module.



1.3 Learning Objectives

Learning Objectives

By the end of this module you will...

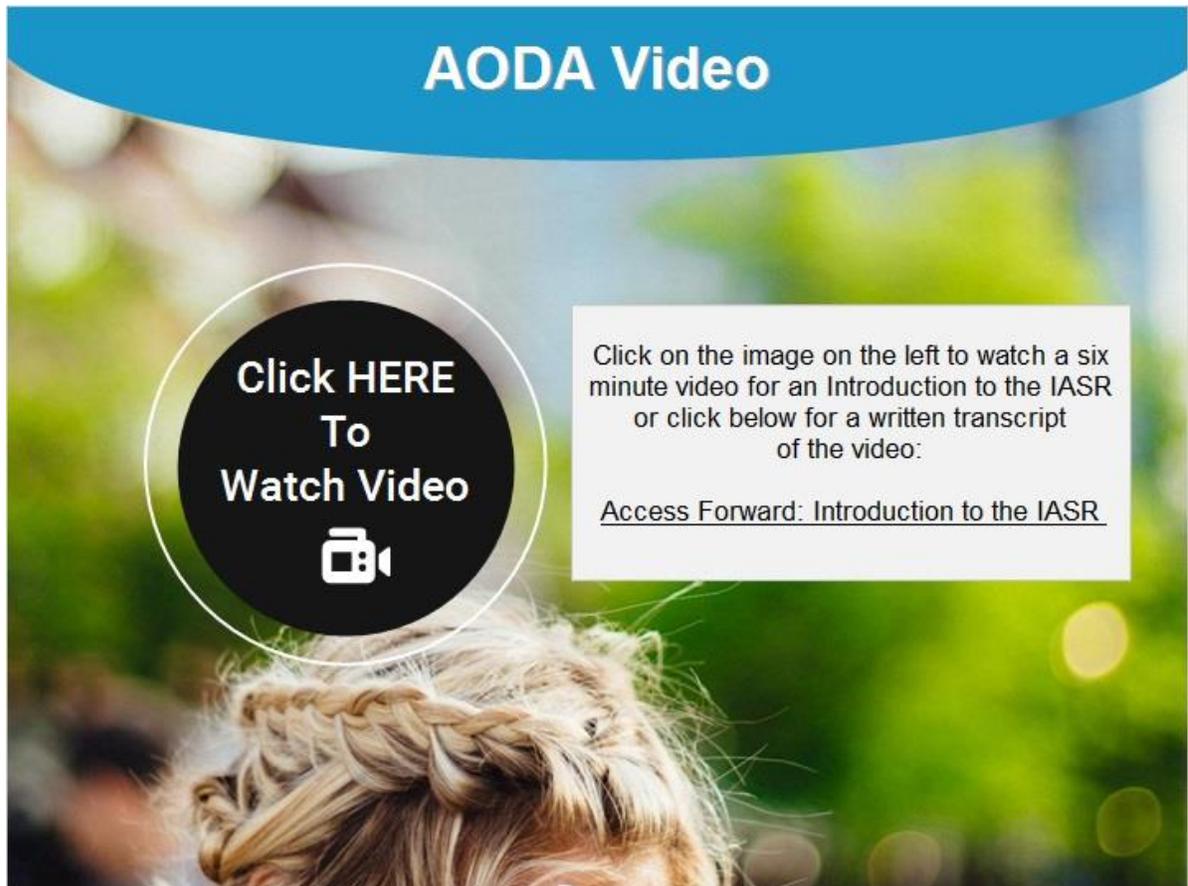
- Learn about the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (IASR).
- Learn how the AODA and the Ontario Human Rights Code are related.
- Be introduced to the IASR and learn about requirements for each component.
- Understand how to serve people with specific disabilities.
- Learn how YOU can be an accessibility champion!

1.4 AODA Standards & IASR

AODA Standards & IASR

 <p>Accessibility for Ontarians with Disability Act (AODA), Released in 2005.</p> <p>GOAL: To achieve a fully accessible Ontario by 2025!</p>	 <p>Under the AODA, Ontario hospitals must meet accessibility standards to identify, remove and prevent barriers.</p>	 <p>Several accessibility standards are contained in one regulation under the AODA, called the Integrated Accessibility Standards Regulation (IASR) which was released and became law in 2011.</p>
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1.5 AODA Video

The graphic features a blue curved header with the text "AODA Video". Below this is a circular call-to-action button with a video camera icon and the text "Click HERE To Watch Video". To the right of the button is a white text box containing instructions: "Click on the image on the left to watch a six minute video for an Introduction to the IASR or click below for a written transcript of the video:" followed by a link: "Access Forward: Introduction to the IASR". The background of the graphic is a blurred image of a person's blonde braided hair.

AODA Video

Click **HERE**
To
Watch Video

Click on the image on the left to watch a six minute video for an Introduction to the IASR or click below for a written transcript of the video:

Access Forward: Introduction to the IASR

Notes:

- Video Link: <http://www.accessforward.ca/general/intro>
- A written transcript of the video is also available at:
<http://www.accessforward.ca/resources/General Requirements Video Transcript.pdf>

1.6 Our Commitment to Accessibility

Our Commitment to Accessibility

At our hospital, we are committed to creating a welcoming, barrier-free environment for patients, staff and the community.

We have an Annual Accessibility Plan. Please click below to review the plan appropriate to your site.

**Annual Accessibility Plan
2016-2018
Birchmount & General sites**

**Annual Accessibility Plan
2012-2017
Centenary site**



1.7 Ontario Human Rights Code

Ontario Human Rights Code

1 Provides equal rights and opportunities, and freedom from discrimination **Ontario Human Rights Code.**
(Click link to view)

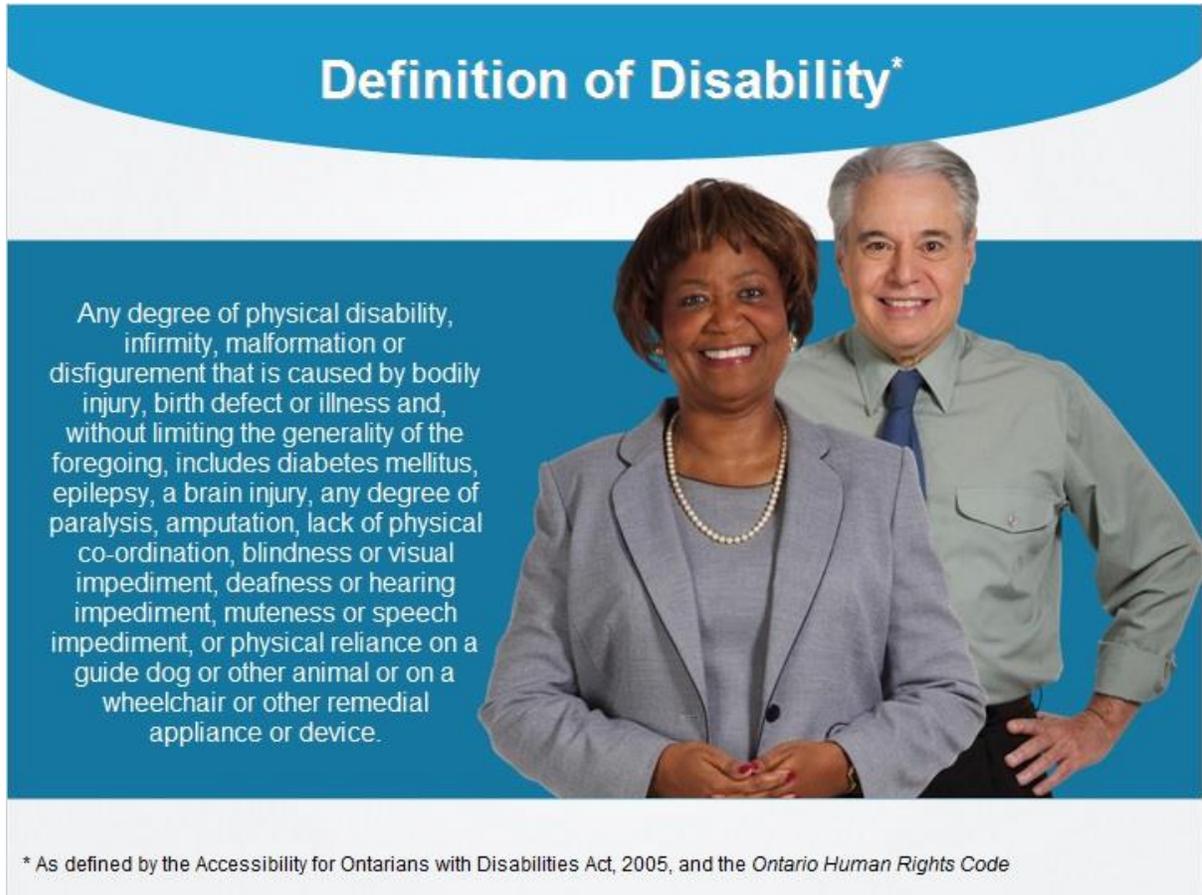
2 Special arrangements and accommodations are required of organizations to enable staff members with disabilities to fulfill their job duties.

3 IASR does not replace or affect existing legal obligations under the Ontario Human Rights Code.

4 Employees with disabilities are entitled to the same opportunities and benefits as people without disabilities.

5 People with disabilities have equal right to treatment and equal access to services and facilities.

1.8 Definition of Disability



Definition of Disability*

Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device.

* As defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the *Ontario Human Rights Code*

1.9 Definition of Disability

Definition of Disability*

The definition of disability also includes the following:

A condition of mental impairment or a developmental disability.

A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.

A mental disorder.

An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.



* As defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the *Ontario Human Rights Code*

1.10 New Regulations Under AODA

New Regulations Under the AODA

With the new legislation, there are six main IASR standards that were launched over the past several years, which apply to Ontario hospitals:

General Requirements



Employment



Customer Service



Transportation



**Information &
Communication**



Design of Public Spaces



1.11 IASR General Standard

IASR General Standard

Since **January 2013**, we have implemented the following:



Policies, Practices & Procedures

Governs how organizations will achieve accessibility through meeting requirements of regulations.



Multi-Year Accessibility Plan

Removes existing barriers and prevent new ones by demonstrating how the new requirements of the IASR will be met.



Procuring or Acquiring Goods or Services

Incorporates accessibility criteria when procuring or acquiring goods, services and facilities.



Self-Service Kiosks

Considers accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.



Training

Ensures all employees and volunteers are educated about the accessibility requirements as it relates to disabilities.

1.12 IASR Customer Service Standard

IASR Customer Service Standard

Since **January 2010**, we have implemented the following:

- 1 Accessible customer service policy, procedures and practices.
- 2 Staff and volunteer training.
- 3 A feedback method.
- 4 The use of alternate communication methods, such as service animals, support persons and assistive devices.
- 5 Accessible formats of documents, upon request.
- 6 Notices of service disruption.



1.13 IASR Information & Communication Standard

IASR Information & Communication Standard

Since **January 2012**, we have implemented the following:



1

Emergency procedures, plans or public safety information are provided in an accessible format, upon request.

2

Processes to receive and respond to feedback are available, upon request, in an accessible format.

3

New websites and web content are accessible.

4

Access to alternate formats and communication supports, such as electronic formats, large print, braille, audio formats, read / write / draw, captioning, assistive listening devices, sign language, interpreters, repeating or clarifying information are available.

5

All internet websites and web content are in an accessible format and conform to the Web Content Accessibility Guidelines.

1.14 IASR Employment Standard

IASR Employment Standard

Since **January 2012**, we have implemented the following:



1

Workplace emergency response information is provided to employees with disabilities.

2

Internal employees and the public are notified about availability of accommodation during the recruitment process. For example, by stating: "Accommodations are available upon request".

3

Accommodations are arranged based on the person's needs, such as an accessible location or meeting room, noise and scent free area, clear aisles, assistive devices, electronic forms, clear instructions and interpreters.

4

Applicants and internal employees are notified on policies to support disabilities and accommodations.

1.15 IASR Employment Standard (cont'd)



IASR Employment Standard (cont'd)

Since **January 2012**, we have implemented the following:

- 1 Employees are provided with accessible formats and communication supports, upon request.
- 2 Individual Accommodation Plan are developed for employees with disabilities.
- 3 Return-to-work processes are in place for employees who have been absent from work due to a disability.
- 4 Processes are in place to meet the diverse needs of staff, encourage an environment to retain employees and take into account accessibility needs of employees with a disability, such as performance reviews, career development, advancement and redeployment.

1.16 IASR Transportation Standard

IASR Transportation Standard

Since July 2011, we have implemented the following:

- Accessible transportation vehicles or transportation services are available upon request.

1.17 IASR Design of Public Spaces Standard

IASR Design of Public Spaces Standard

Since **January 2016**, we have:

Met accessibility requirements if we have entered into a newly constructed or redeveloped contract on or after January 1, 2013.

Examples include outdoor public eating areas, parking spaces, pedestrian crosswalks on premises of hospitals and outdoor play spaces on hospital property.



1.18 Serving People with Disabilities

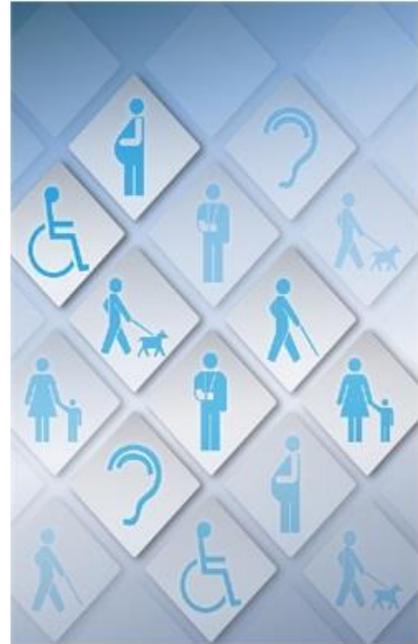
Serving People with Disabilities

- Communicate with the person in a manner that takes into account his or her disability.
- Allow persons with disabilities to bring service animals and support persons onto parts of the premises open to the public, when accessing goods and services.
- Let the public know when facilities or services that people with disabilities usually use to access their goods or services, are temporarily not available.
- Organizations should ensure staff and volunteers receive training on how to serve people with disabilities.

We have a corporate Accessibility Policy. Please click below to review the policy appropriate to your site.

[Accessibility Policy - Birchmount & General sites](#)

[Accessibility Policy - Centenary site](#)



1.19 Serving People Who Are Deaf or Deafblind

Serving People Who Are Deaf or Deafblind

By law, it is required that we provide a sign-language interpreter, if requested by a person, and this service must be paid for by the hospital.

When caring for a person who is deaf, deafened or hard-of-hearing:

- They may use hearing aids or other assistive devices.
- Attract the person's attention before speaking and don't shout.
- Make sure you are in a well-lit area where the person can see you speaking.
- If the person uses a hearing aid, move to a quieter area.

When caring for a person who is deafblind, meaning they cannot hear or see to some degree:

- Speak directly to the person.
- A person who is deafblind is likely to explain to you how to communicate with him or her.



1.20 Serving People with Intellectual & Learning Disabilities

Serving People With Intellectual & Learning Disabilities

Don't assume what a person can or cannot do.

Use plain language.

Make sure the person understands what you've said. You can be direct and ask: "*Do you understand this?*"

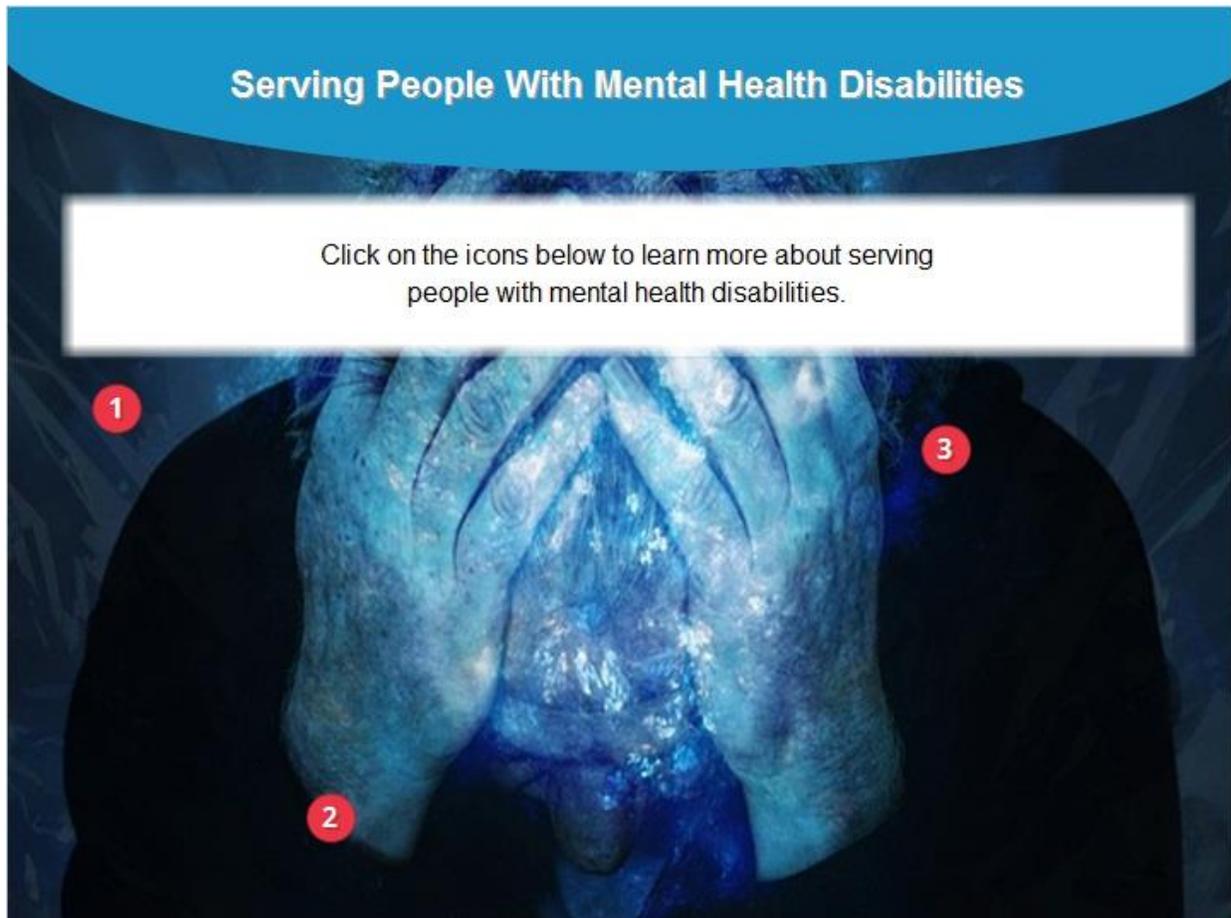
Provide one piece of information at a time and break down the information into simpler concepts.

You may want to ask if the information needs to be repeated; take your time with the person.

Keep a pen and paper handy incase you need to review the material with the person.



1.21 Serving People with Mental Health Disabilities



Notes:

1. Be confident and reassuring; listen carefully and focus on the person's needs and wants.
2. If the person appears to be in crisis, ask them to tell you the best way to help.
3. If the person appears to show signs of a mental health disability, keep in mind the person's reactions are not connected to you personally as a service provider. The person is showing symptoms of a mental illness.

1.22 Serving People with Mobility Disabilities



Notes:

1. Ask before you help.
2. Respect the person's personal space. Don't lean over them or onto an assistive device.
3. Don't move items, such as canes and walkers, out of the person's reach.
4. If you have permission to move the person in a wheelchair, make sure the person is ready to be moved and ensure you describe what you're going to do beforehand. Never leave the person in dangerous areas, such as in a busy hallway, facing a wall or near open doors.
5. Inform the person about accessible features in the immediate environment, such as automatic doors, accessible washrooms, elevators or ramps.

1.23 Serving People with Speech Impairments

Serving People With Speech Impairments

- 1 Don't assume that just because a person has this disability, they also have another.
- 2 Give the person whatever time they need to get their point across.
- 3 Ask questions that can be answered "yes" or "no," if possible.
- 4 Don't interrupt or finish the person's sentences. Wait for them to finish.



1.24 Serving People with Vision Loss

Serving People With Vision Loss

Identify yourself when you approach the person and speak directly to him or her.

Offer your elbow to guide the person. If they accept, walk slowly, but wait for permission before doing so.

Identify landmarks or other details to orient the person to the environment around them.

If you're giving directions or providing any information, be precise and descriptive.

Don't leave the person in the middle of a room. Guide them to a chair or a comfortable location. Don't walk away without saying good-bye.



1.25 Serving People with Supports



Notes:

1. People with vision loss tend to use service animals.
2. Service animals can also be trained to assist people with autism, mental health disabilities and physical disabilities.
3. Avoid touching, talking to or making eye contact with any service animal; they are working and need to stay focused.
4. Please refer to our Accessibility policies appropriate to the site where you are employed, to obtain guidelines on service animals.

1.26 Serving People with Supports



Notes:

1. Some people with a disability may be accompanied by a support person.
2. It can be a personal support worker, friend or family member to help with communication and personal needs.
3. Communicate directly to the person with the disability, not to the support person.
4. Persons do have the right to refuse to allow their personal health information to be shared. Ensure you ask the person with the disability if they prefer the support person to be present when private issues are being discussed to ensure confidentiality.

1.27 Serving People with Assistive Devices

Serving People With Assistive Devices

- 1 Assistive devices are part of people's personal space. Ensure you respect this at all times.
- 2 Examples of assistive devices include automatic door openers, hearing devices, screen readers, amplified telephones, cellphones and adaptive keyboards.
- 3 Do not touch or move a person's assistive device unless asked to do so.
- 4 Know how to operate any assistive devices that we provide for persons with a disability.



1.28 Be An Accessibility Champion

Be An Accessibility Champion!

How can **YOU** provide better customer service to people with disabilities?

Some examples include:

- ✓ Ask the person with a disability if they require assistance.
- ✓ Speak clearly and directly to the person so they can understand what you are saying.
- ✓ Be patient and understand the person's unique circumstances. Not everybody with the same disability experiences the same things, so don't make assumptions.
- ✓ Upon request, provide assistance to the person with a disability, such as providing larger print documents or a sign language interpreter.
- ✓ Do not touch or move assistive devices without permission.
- ✓ Ensure your area or department follows the necessary and relevant standards/legislation as outlined in the IASR.
- ✓ Remember, accessibility improvements benefit us all!

