

Accessibility for Ontarians With Disabilities Act (AODA)

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What is the Accessibility for Ontarians with Disabilities Act?

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- It is a provincial act with the purpose of achieving accessibility for Ontarians with disabilities by 2025. This will be facilitated by compliance to provincial accessibility standards in the areas of:
 - ❖ Customer Service
 - ❖ Information and Communication
 - ❖ Transportation



- ❖ Employment; and the
- ❖ Built Environment

Under the AODA designated public sector and private sector organizations in Ontario **MUST** comply with these standards.

Creating a province where every person who lives or visits can participate fully makes good sense –for our people, our businesses and our community.

Respect for those with Disabilities

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- Persons with disabilities must be given an opportunity equal to that given to persons without disabilities to access goods and services
- In Canada, it is estimated that by 2025 approximately 16% of Canadians will have some form of disability
- Disabilities can take many forms such as physical disabilities that affect a person's strength, balance, dexterity, stamina, ability to walk or result in other physical challenges



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- Other persons may be hard of hearing or deaf, have low vision, experience difficulty speaking, have intellectual or developmental disabilities or learning disabilities, or mental health disabilities or a combination of various disabilities

Every attempt must be made to eliminate barriers to ensure those with disabilities have equal opportunities and can fully contribute.

Human Rights Code of Ontario

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- Human Rights Code of Ontario www.ohrc.on.ca supports and complements the Accessibility Act, particularly in the areas of accommodation, employment and housing.
- Disability includes temporary and permanent disabilities, being in receipt of Workers Safety and Insurance Benefits in the past or at present, learning disabilities, visible, invisible and perceived disabilities.



What does this mean for Groves Volunteer Association?

- Under this standard, organizations that deal with the public must have in place policies and procedures and practices pertaining to persons with disabilities that address the following topics:
 - ❖ Providing goods and services to persons with disabilities
 - ❖ Dealing with assistive devices used by persons with disabilities
 - ❖ The use of support persons by persons with disabilities
 - ❖ The use of service animals by persons with disabilities
 - ❖ Providing notice of disruptions in services and facilities used by persons with disabilities
 - ❖ Feedback and complaints processes about the ability of persons with disabilities to access goods and services

Communication

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When communicating with a person with a disability, it is important to communicate in a manner that takes into account the person's disability.

- Examples of communications: writing, speaking, and the use of diagrams, or symbols



Respect for those with Disabilities

- Persons with disabilities must be given an opportunity equal to that given to persons without disabilities to access goods and services.
- An example of demonstrating respect for the dignity and independence of persons with disabilities may occur in a situation where you notice a client with a disability who may require assistance. You may ask him or her if they would like assistance but if the person refuses the offer, you should respect his and not leave the person feeling as though they need help (unless there is a real concern for the health and safety of the person with the disability or others). And if their way of doing things takes a little longer, be patient and respect their independence.

Use of Assistive Devices by Persons with Disabilities

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- **Walkers**
- **Canes**
- **Magnifying Glasses**
- **Wide Pens**
- **Wheelchairs**



Persons with Disabilities and Support Workers

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- There are some people with disabilities who require a support person to assist them. This support person may be a family member, friend or trained professional.
- When having a discussion with a person with disabilities who requires a support person to help them, it's important to direct the questions to the person with disabilities and not the support person.

Use of Service Animals by a person with disabilities

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- Service animals provide a wide range of assistance including guiding a person who is blind, alerting a person to certain sounds, opening doors, retrieving items, emotional support and many other forms of assistance.
- To be considered a service animal under the standard it must be obvious that the animal is required by the person for reasons related to a disability. If it is not obvious that the animal is a service animal, then the person must provide a letter from a physician or nurse stating that they require the animal for reasons related to a disability or a valid identification card from a recognized service animal training school.

Providing Notice of Temporary Disruptions in Services and Facilities

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- Clients with disabilities often use certain services and facilities to help them access goods and services.
- If there is a disruption in services or facilities, there must be notices which include the following information:
 - The reason for the disruption
 - It's expected duration
 - A description of other services and facilities that may be used to access goods and services if available

Opportunity to provide feedback or complain

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- A person with a disability must be given the opportunity to provide feedback or complain.
- Feedback or complaints can be done in person, by the telephone, electronically or by any other reasonable method.

What if you have a disability and need some form of accommodation?

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- If you have a disability and require some form of accommodation, please contact the Occupational Health Nurse for a confidential discussion about your needs.
- If you have any other questions or concerns about your rights under the Ontario Human Rights Act or the Accessibility Act, please contact the Human Resources Advisor.

Use the Right Words

DO NOT USE	USE
Handicapped, invalid, cripple	Person with disability or who has a disability
Blind person	Person who is blind or visually impaired
Deaf person	Person who is deaf
Confined to a wheelchair	Person who uses a wheelchair
Epileptic, suffers from fits	Person who has epilepsy or a seizure disorder
Mentally retarded	Person who has an intellectual disability People with learning disabilities,
Mentally ill, psycho, crazy	Person who has a mental disability
Normal	Person who does not have a disability
Physically challenged	Person with a physical disability
Visually Impaired	Person with a visual impairment

Additional Resources

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- Accessibility Act www.aoda.ca
- Human Rights Code www.ohrc.on.ca

Thank you!

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To Inclusion...and Beyond!

