BRAMPTON

Welcome to the City of Brampton:

Accessibility for Life Training

If you would like to request this training module in an alternate format please email
accessibility@brampton.ca

In This Course

By the end of this course you will know:

- The purpose of the Accessibility for Ontarians with Disabilities Act
- The requirements of the Customer Service Standard and the City's policies
- How to interact with people with various types of disabilities
- The difference between accessibility, disabilities and barriers

Creating a Report

To begin the journey of identifying the importance of accessibility in the workplace, we start off with a basic scenario that could occur at the City of Brampton.

Ivy, Jason and Navdeep are three City of Brampton employees tasked with creating a city report for a Council meeting. They're happy to take this project on and are determined to do a great job.

They finished creating the document and uploaded it to the City of Brampton website. A few days later, a customer called in and advised that they were not able to read the document.

That customer was an individual with a visual disability, and the report was not designed in an accessible way so they could read it.

The team worked with the individual and ensured they were able to read the document. The team also provided a revised version of the document that had enlarged text and was screen reader compatible. Staff explained how they can enlarge the text size when viewing the document on their computer.

They should have ensured their document was accessible right from the start.

Accessibility must be considered when documents are designed. Information can be provided in different formats when information in a document cannot be made accessible.

Individuals with Disabilities: By the Numbers

- 75% of Canadians know someone with a disability
- Over 15% of Ontarians aged 15 and over report having a disability
- 1 in 7 people in Ontario has a disability, and that number will increase in the next 20 years as our population ages
- It is expected that 1 in 5 people in Ontario will have a disability
- Disabilities affect people of all ages and genders

Did you know …

75% — 75% of Canadians know someone with a disability.

15% — Over 15% of Ontarians aged 15 and over report having a disability.

Our Commitment

The City of Brampton is committed to enhancing accessibility by preventing and removing barriers to ensure people of all abilities have equal access to participate in all aspects of the community.

Understanding Disabilities, Accessibility, and Barriers

1. **Disability**

   A disability can be:

   A visual, hearing, or speech impairment, physical reliance on service animals or assistive devices, such as wheelchair or walker, a mental disorder or learning impairment, or a physical disability caused by injury, birthdefect, medical condition or illness, including epilepsy, paralysis, lack of coordination, and/or amputation.

2. **Accessibility**

   Accessibility at the City of Brampton means ensuring individuals of all abilities have equal access to all aspects of community life. This includes equal access to information, employment, services, programs, facilities, transportation and opportunities for social engagement.

3. Barrier

A barrier is something that prevents a person with a disability from accessing services, facilities and programs in the same way as others.

Six of the most common types of barriers are:

- Physical or architectural
- Informational or communicational
- Technological
- Organizational
- Attitudinal
- Systemic

BRAMPTON
brampton.ca **Flower City**

Legislations and Standards That Guide Us

Where do accessibility Standards and Regulations come from?

Legislation, standards and by-laws combine to regulate and enforce accessibility standards and policies at the City of Brampton.

1. **Ontario Human Rights Code**

What is it?

The Ontario Human Rights Code was established in 1962 and is the first code of its kind in Canada.

It protects human rights for all Ontarians, and its goal is to prevent discrimination and harassment because of race, colour, gender identity or expression, sex, sexual orientation, disability, creed, and age.

Why is it important?

- It protects people in Ontario from discrimination
- Everyone has the right to be free from discrimination including people with a disability or a perceived disability
- Persons with disabilities have the right to equal treatment and access, which includes the right toaccessible workplaces, public transit, health services, public spaces and housing

2. **Accessibility for Ontarians with Disabilities Act (AODA)**

What is it?

The purpose of AODA is to develop, implement and enforce accessibility standards. Accessibility standards apply to both public and private sectors.

Why is it important?

The goal is to achieve a fully accessible Ontario by 2025.

3. Ontario Building Code

<u>What is it?</u>

The Ontario Building Code (OBC) is a regulation under The Building Code Act. It governs the construction, renovation and change of use of a building in Ontario. OBC promotes public health and safety through the application of uniform building standards.

<u>Why is it important?</u>

It establishes technical requirements that dictate a minimum standard for building construction including a section for barrier-free design.

4. City of Brampton Accessibility Technical Standards

<u>What are they?</u>

City of Brampton Accessibility Technical Standards apply to facilities and spaces that are owned, leased, and operated by the City.

<u>Why are they important?</u>

The Accessibility Technical Standards provide a framework and guidance for the design and construction of new facilities and public spaces. These requirements are over and above the accessibility requirements in the Ontario Building Code.

5. City of Brampton By-Laws

<u>What are they?</u>

By-laws are regulations that apply specifically to the City of Brampton. Applicable By-laws are in place to regulate and enforce accessible parking requirements.

<u>Why are they important?</u>

City By-laws keep the community safe and healthy by regulating such things as animal control, enforcing property standards, sale and use of fireworks, noise, parking, use and erection of signs, and snow clearing.

6. The Integrated Accessibility Standards Regulation (IASR)

IASR are standards created under the AODA legislation.

The General Requirements of the IASR

The IASR contains general requirements that public sector organizations, such as the City of Brampton, are required to comply with:

A. Accessibility Policies

The City of Brampton must establish, implement and maintain policies to achieve our goals and comply with the AODA.

These policies:

- Are supported through standard operating procedures and best practices
- Must be in writing, available to the public and available in alternate formats upon request
- Posted on the City's website

B. Multi-year Accessibility Plan

The Multi-Year Accessibility Plan (MAP) describes the City's strategy to improve accessibility over the next 5 years, or sooner.

Status updates are posted on the City's website and information reporting is sent to the Provincial Government upon request.

C. Procurement and Self-Service Kiosks

Accessibility criteria and features should be considered early in the procurement process for goods and services and when acquiring interactive self-service kiosks, such as parking payment machines.

D. Training and Compliance

New and existing employees, including volunteers and others who act on behalf of the City, will receivetraining about the provision of goods and services to persons with disabilities.

A record of training, including dates and the number of people trained, will be maintained.

The Standards of the IASR

The IASR contains standards, which are broken into these five categories.

- Information and Communication
- Employment
- Transportation
- Design of Public Spaces
- Customer Service

A. The Information and Communication Standard

How do we ensure that individuals of all abilities have equal access to public information? The Information and Communication Standard addresses the following:

- Information in alternate formats
- Communication supports
- Feedback from employees and public
- Public safety information
- Accessible websites and web content

B. Employment Standard

How do we make employment at the City accessible?

The employment standard applies to paid employees and builds on the duty to accommodate as required in the Ontario Human Rights Code.

All employees are informed of the City's employment practices, including:

- Job accommodations
- Accessible recruitment process
- Accessible formats and communication supports
- Workplace Emergency Response Information
- Return to work process

C. Transportation Standards

How can we make it easier for people to travel in Ontario?

- The Transportation Standard applies to transportation providers like Brampton Transit, rail transportation services, subways and commuter trains, and specialized transit such as Trans Help
- It sets out regulations for the licensing of taxicabs

When travelling by taxi:

- One must be charged the same rate as someone without a disability
- Guide dog/service animals must be allowed to ride in the taxi
- Vehicle registration and driver-identification must appear in an accessible format

Brampton Transit offers priority seating for people with disabilities, ensures people with disabilities donot pay a higher fare for the storage of mobility devices, and permits service animals on buses and taxicabs.

D. Design of Public Spaces Standard

How do we make public spaces accessible?

The design of public spaces standard contains technical design requirements for exterior spaces includingpaths of travel, parking lots,

parks, outdoor play areas, and recreation trails etc.

- It applies to newly constructed and planned redevelopment of existing exterior spaces
- The City is required to consult with people with disabilities and the Accessibility Advisory Committee regarding accessible design of newly constructed spaces

E. Customer Service Standards

How do we provide inclusive Customer Service?

Inclusive customer service means:

- Considering the person's disability when communicating with them; not all methods work for everyone
- Welcoming support persons and allowing service animals/assistive devices
- Informing customers when services are unavailable and what alternate services/locations are available
- Being open to receive comments and suggestions in improving customer service

The Customer Service Standard applies to all employees who provide goods and services to the public.

<u>Customer Service Standards: Core Principles</u>

Dignity

Customers are valued and deserving of effective and full service.

Independence

Customers have freedom from the control or influence of others.

Integration

Customers fully benefit from the same services, in the same place, and in the same or similar ways.

Equal Opportunity

Customers have the same chances, options, benefits, and results as others.

Customer Service Standards: Accessible Formats and Supports

Individuals with disabilities may use accessibility supports to access information and services.

Assistive Devices

An assistive device is a technical aid, communication device, or medical aid used to assist persons with disabilities in carrying out activities or in accessing services.

People with disabilities have the right to use and keep their assistive devices with them when they are accessing goods, services, and facilities.

Examples are: wheelchairs, canes, walkers, white canes, magnifiers, and assistive listening devices.

Service Animals and Guide Dogs

Service animals and guide dogs assist a person with a disability for reasons relating to their disability. Do not touch or interact with a service animal.

It is the responsibility of the individual with a disability to ensure that the service animal is kept in control at all times.

Service animals are permitted on City premises, buses and taxicabs.

Support Persons

Support persons help customers with a variety of things, such as communicating, helping with mobility, personal care, or medical needs.

A support person can be a personal support worker, a volunteer, a family member or a friend.

Support persons must be allowed to accompany an individual with a disability to any part of a facility open to the public.

It is important to speak directly to the customer and not to a support person, unless the customer has indicated this is what they want.

Alternate Formats

Alternate formats communicate information in a different way. Staff must consult with the individual requesting an alternate format to determine the best format for them.

Examples of alternate format include:

- Information in large text
- Braille
- Closed captioning
- Readable format for screen readers

Customer Service Standards: Notices of Disruption and Feedback

The Customer Service Standard also ensures we provide notice of service disruptions to our customers and that we have a process in place for receiving and responding to feedback from the public.

Notice of Disruption

The City will notify the public when there is a temporary disruption of City services or facilities, for both planned and unexpected disruptions.

Examples of disruption are: a power door operator is out of service; the accessible washroom is out of order or the pool is closed for scheduled maintenance.

These notifications are posted on our website and on the door of the facility, if applicable. It is important to let people know the location of alternate services or accessible entrances, elevators and parking that is available.

The notice includes:

- The reason for the disruption

- Duration
- Contact details
- Alternate services/facilities available
- Location of the disruption

Feedback

The City values feedback about services and recognizes the right of our customers to make a compliment, suggestion or complaint. Feedback from customers gives the City opportunities to evaluate and improve our services. Information about the feedback process is readily available to the public.

- Feedback may be given by telephone, in person, in writing or electronic format or other methods
- Feedback is documented in writing and tracked
- Receipt of the feedback must be acknowledged and provided in a format that takes into consideration the unique needs of the individual
- Investigating the situation or concern, determining what action can or may need to be taken and a timely resolution are all parts of the feedback process

Resources We Use

Now that we've learned about the legislations that guide us, let's learn about the resources that will help you be successful in fulfilling the accessibility policies, practices, and procedures at the City.

A Service Card has been created that serves as a "one-stop shop" for accessibility resources which contains:

- Accessibility Contact Information: The names and contact information for the City's Accessibility team
- Accessibility Related Documents: The Accessibility Service Card provides you with information and tips. In this section you will find resource manuals, standards and best practices
- Accessibility Related Links and Resources: Use the Service Card to find links to resources such as AODA legislation, City of Brampton Accessible Parking Manual, and Notices of Disruption

Interacting With Individuals with Disabilities

So far, we've learned some key definitions, legislations, and resources that guide us and applied accessibility principles to our day-to-day roles.

Remember, all people want to be treated with dignity, respect and fairness.

When interacting with individuals with disabilities, use the following points to guide you:

- Always ask, "How can I help you?"
- Speak directly to the individual. If you cannot understand the individual, politely ask them to repeat or confirm via paraphrasing
- Do not make assumptions about the type of disability a person has and what they can and cannot do
- Do not touch equipment such as wheelchairs, canes, etc.
- Be clear – use plain language and avoid jargon, internal terms, and acronyms when communicating. Keep it simple
- Understand that not all methods of service will work for all individuals
- Speak clearly, do not finish the person's sentences, and give them time to explain themselves. Repeat information back to the person to ensure you have understood what was said

Summary

Throughout this course, you learned about definition relating to accessibility. You also learned about legislation and resources that guide us. You learned how to remove barriers for individuals and how to prevent new barriers form being created.

Your Calls to Action

You are better prepared to incorporate accessibility in your role and your interactions with customers. Remember to always:

- Think of accessibility at the beginning of a project
- Remove existing barriers for individuals with disabilities and avoid creating new ones
- Understand and use your accessibility resources

Accessibility at the City of Brampton

Throughout this course you have learned how to:

- Identify the importance of accessibility in the Workplace
- Describe the 5 concepts that are part of accessible customer service, and
- Understand the key factors in accessibility legislation

These tools will assist you in recognizing, removing and reducing barriers to help make our facilities, services and programs accessible for individuals of all abilities!

Congratulations!

You've successfully completed the City of Brampton: Accessibility for Life course.

Register Completion of the Training:

All employees, volunteers, third party contractors and individuals who provide services on behalf of the City of Brampton are required to complete this training. Please utilize the QR Code or Training Link below to document your completion of this training module.

Link:

www.brampton.ca/accessibilityTraining/

QR Code: