



# Integrated Accessibility Standards Regulation Policy

## Purpose

This policy is in accordance with the Integrated Accessibility Standards (Ontario Regulation 191/11) and addresses how Abilities Centre achieves or will achieve accessibility by meeting the requirements of the regulation. The requirements will be met within the timeframes set in the Regulation.

The requirements of the regulation include:

- the incorporation of accessibility features when designing, procuring or acquiring self-service kiosks;
- training; and
- the specific requirements under the Information and Communication Standards, the Employment Standards and the Design of Public Spaces Standards.

## Definitions

- a) **Accessible formats** may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities;
- b) **Accommodation** means the special arrangements made or assistance provided so that customers (members) with disabilities can participate in the experiences available to customers without disabilities. Accommodation will vary depending on the customer's unique needs.
- c) **Communication supports** may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.
- d) **Communications** means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received;
- e) **Conversion ready** means an electronic or digital format that facilitates conversion into an accessible format;
- f) **'Disability'** is defined in the *Ontario Human Rights Code*<sup>1</sup> as:
  - a. 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

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<sup>1</sup> The terms used are the legal definition and taken verbatim from OHRC as quoted in AODA Section 2. For purposes other than legal, Abilities Centre uses language that adheres to the "people first" principle as per our Language Policy.

- 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
- b. A condition of mental impairment or a developmental disability
  - c. A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
  - d. A mental disorder
  - e. An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.
- g) **Information** includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.
  - h) **Maintenance** mean activities that are intended to keep existing public spaces and elements in existing public spaces in good working order or to restore the spaces or elements to their original condition, example of which include painting and minor repairs.
  - i) **Off-street parking facilities** includes open area parking lots and structures intended for the temporary parking of vehicles by the public, whether or not the payment of a fee is charged and includes visitor parking spaces in parking facilities.
  - j) **Redeveloped** means planned significant alterations to the public spaces, but does not include maintenance activities, environment mitigation or environmental restoration.
  - k) **Volunteer** may include a person who voluntarily undertakes a task on behalf of Abilities Centre.
  - l) **Inclusion** is continuing to evolve as a concept at Abilities Centre; at the time of this issue, we define inclusion using a definition from the research literature: “reflects a belief that all potential participants, regardless of ability, are an essential and valuable complement to be included in the active living opportunity” (Longmuir, 2003, p.364)<sup>2</sup>

## Statement of Organizational Accessibility Commitment

Abilities Centre is a charitable organization that delivers enriching sports, fitness, arts, life skills, research and education opportunities for all ages and abilities. Located in a 125,000 square foot, state-of-the-art, full accessible facility in Whitby, just east of Toronto off Hwy 401 and next to the Whitby GO Station, the Centre is easy to reach by car or public transit.

Since opening its doors in June 2012, Abilities Centre has fused barrier-free navigation and access with inclusive and innovative programs. As an International Centre of Excellence, Abilities Centre serves local, national, and international communities by providing resources and research tools that promote inclusivity and accessibility, while enhancing quality of life.

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<sup>2</sup> Longmuir, P. E. (2003). Creating inclusive physical activity opportunities: An abilities-based approach. In R. D. Steadward, G. D. Wheeler, & E. J. Watkinson (Eds.), *Adapted physical activity* (pp. 255-284). Edmonton, AB: University of Alberta Press.

At the heart of Abilities Centre are the people whose lives are changed as a result of its friendly and welcoming environment. Every day, Abilities Centre helps people of all ages and abilities improve their health and well-being, increase mobility, follow their passions, explore their creativity and connect with their community.

Our Vision is to educate and inform all people on the need to celebrate the diverse backgrounds and conditions from which we all come; provide an environment of equality and understanding, enhancing the lives of people of all ages and abilities, and setting the standard to which all future facilities will be held; and serve as an International Centre of Excellence, providing a framework for changing the social fabric of society and the way in which we view the integration of people of all ages and abilities.

At Abilities Centre, we believe:

- in equal access for all citizens of our community.
- we learn how to relate to one another not by being separated, but by being together.
- we will raise the level of discourse about full inclusion and how to achieve it.
- we will be a model, in Canada and beyond, for how to operationalize full inclusion and achieve it.
- we can reflect true Canadian values of equality, acceptance, compassion and respect for the dignity and worth of everyone.

## **Accessibility Goals**

Abilities Centre complies with the *Accessibility for Ontarians Act, 2005* (AODA) and continuously pursues new opportunities to enhance inclusion for all. We view accessibility as providing our members, customers, employees, and stakeholders with uninhibited access to all our services and information. Our goal is to be a barrier-free organization by identifying, removing and preventing barriers that may limit the involvement of people regardless of ability.

## **Mandatory Requirements**

### **General**

#### **(1) Self- Service Kiosks**

- I. Accessibility features are incorporated when designing, procuring or acquiring self-service kiosks.

## **(2) Training**

- I. Abilities Centre ensures that training is provided on the requirements of accessibility standards referred to within the Integrated Accessibility Standards (Ontario Regulation 191/11) and on the *Human Rights Code* as it pertains to persons with disabilities for,
  - a. All employees and volunteers;
  - b. All persons who participate in developing Abilities Centre 's policies; and
  - c. All other persons who provide goods, services or facilities on behalf of Abilities Centre .
- II. The training provided is appropriate to the duties of employees, volunteers and other persons.
- III. Training is provided as practicable to employees, volunteers and other persons.
- IV. Where there are changes to the Integrated Standards Accessibility Policy, training will be provided with regard to those changes.
- V. Abilities Centre will maintain a record of the dates of when training is provided and the number of individuals to whom it was provided.

## **Information and Communication Standards**

### **(4) Feedback**

- I. Abilities Centre's Customer Feedback process is accessible to persons with disabilities and does provide or arrange for the provision of accessible formats and communication supports upon request. Methods include in-person, by phone, by comment card, by email and by fax.

### **(5) Accessible Formats and Communication Supports**

- I. Abilities Centre will, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,
  - a. In a timely manner that takes into account the person's accessibility needs due to disability, and;
  - b. At a cost to the member that is no more than the regular cost charged to other persons.
- II. Abilities Centre will consult with the person making the request in determining the suitability of an alternative format or communication support.

## **Employment Standards**

### **(6) Recruitment**

- I. Abilities Centre notifies its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes;
- II. During a recruitment process, applicants who are individually selected to participate in an assessment or selection process are notified that accommodations are available upon request in relation to the materials or processes use.
- III. If a selected applicant requests an accommodation, Abilities Centre consults with the applicant , having regard for the applicant’s accessibility needs, on the provision of a suitable accommodation;
- IV. When making an offer of employment, Abilities Centre will notify the successful applicant of its policies for accommodating employees with disabilities.

**(7) *Informing employees of supports***

- I. Abilities Centre informs its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on job accommodation that take into account the employee’s accessibility needs due to a disability.
  - a. New employees will be informed as soon as practicable after they begin their employment.
  - b. Where there are changes to existing policies on the provision of job accommodation, all employees will be provided updated information.

**(9) *Accessible formats and communication supports for employees***

- I. Where an employee requests it, Abilities Centre will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for;
  - a. Information that is needed in order for the employee to perform the employee’s job; and
  - b. Information that is generally available to employees in the workplace.
- II. Abilities Centre will consult with the employee making the request in determining the suitability of an accessible format or communication support.

**(10) *Performance Management***

- I. Where Abilities Centre uses performance management in respect of its employees, the accessibility needs of employees with disabilities, and individual accommodation plans are taken into account.

**(11) *Career Development and Advancement***

- I. Where Abilities Centre uses career development and advancement in respect of its employees, the accessibility needs of employees with disabilities, and individual accommodation plans are taken into account.

## **(12) *Redeployment***

- I. Where Abilities Centre uses redeployment in respect of its employees, the accessibility needs of employees with disabilities, and individual accommodation plans are taken into account.

## **Design of Public Spaces Standards**

### **(13) *Exterior Paths of Travel***

- I. When Abilities Centre builds new or makes major changes to existing paths of travel, the minimum height requirements for outdoor sidewalks and walkways, ramps, stairs, and curb ramps are taken into consideration.
- II. Maximum ratio requirements for slopes and sidewalks are also considered.
- III. Along with the firmness, stability and slip resistance of ramps and stairs surfaces.

### **(14) *Accessible Parking***

- I. When Abilities Centre constructs any new or makes major changes to existing off-street parking, wider parking spaces for people who use mobility aids such as wheelchairs and standard-width spaces for people who use mobility assistive devices such as canes, crutches and walkers are included in the construction.
- II. The number of available accessible parking spaces is in compliance with the total number of existing parking spaces.
- III. Access aisles to allow persons with disabilities to get in and out of their vehicles are also provided.

### **(15) *Obtaining Services***

- I. Service Counters  
When constructing new service counters, which includes replacing existing service counters:
  - a) Abilities Centre provides at least one service counter that is accessible to people who use mobility aids such as wheelchairs.
  - b) The counter is low enough for someone sitting in a mobility aid.
  - c) The counter has sufficient clear space for the person's knees.
  - d) The service counter is clearly identified with sufficient signage.
- II. Fixed Queuing Guides  
When constructing new fixed queuing guides:

- a) Queuing areas to access Abilities Centre's services are wide enough for people using mobility aids and devices to move through the line, including when the line changes direction.
- b) People who are blind or have vision loss can detect the queuing area with a cane, i.e. presence of tactile surfaces.

III. **Waiting Areas**

When constructing new waiting areas or redeveloping an existing waiting area:

- a) At least three percent of seating in Abilities Centre waiting areas that have seating fixed to the floor is accessible for someone using a mobility aid.
- b) No less than one seating space is accessible.

**(16) Maintenance**

- I. Abilities Centre's accessibility plan includes its preventative and emergency maintenance procedures for the accessible parts of its public spaces, including posting of regular maintenance schedules and letting people know about alternatives.
- II. Procedures for handling temporary disruptions in service when an accessible part of Abilities Centre's public spaces stops working is also part of the plan.

**(17) Related Documentation**

- I. Accessibility & Customer Service Plan & Policy
- II. AODA Self-Certified Accessibility Report 2013 (Certification ID SCR623924)
- III. AODA Self-Certified Accessibility Report 2014 (Certification ID SCR661002)