

# Breaking down barriers in Peel

## IASR Training

This training brochure provides a general overview of the Integrated Accessibility Standards Regulation (IASR) and the Ontario Human Rights Code, as it relates to persons with disabilities.

### Why do I have to take this training?

This training is mandatory for all organizations in Ontario with one or more employees.

Understanding accessibility is also the right thing to do both for our communities and for our economy. Consider that:

- Currently 1 in 4 people, or 2.6 million Ontarians have a disability
- By 2031, more than 6 million people in Ontario will be either living with a disability or be 55 years of age and over
- By better serving people with disabilities, Peel Region will build customer loyalty and support greater economic and cultural contributions



### The Ontario Human Rights Code

The Ontario Human Rights Code, or the “Code” for short, is a provincial law that aims to prevent discrimination in specific areas such as jobs, housing and services.

The Code ensures people with disabilities have:

- Equal rights and opportunities (including customer service opportunities)
- Freedom from discrimination
- The same employment opportunities as people without disabilities

To further understand the Code as it pertains to disabilities, you should understand what constitutes a disability.

### What is a disability?

Many people think of disabilities as noticeable physical disabilities – such as someone using a wheelchair. Not all disabilities are visible and you can’t always tell who has one. A disability can cover a broad range of conditions. It can be present from birth, result from an accident or develop over time.

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## What is a disability

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According to the Code, disabilities can include physical limitations, mental disorders, cognitive or intellectual development disorders and substance addictions.

The Code requires that Peel accommodate people with disabilities to the point of “undue hardship.” Undue hardship refers to situations where severe negative effects outweigh the benefit of providing the accommodation, such as accommodations that infringe on the rights of others.

Examples of accommodations Peel could provide to people with disabilities include, printed material in alternative formats (such as electronic files, large print or Braille), installing automatic door openers, and sign language interpreters for people who are deaf or hard of hearing.

The Code applies to all Ontario organizations and covers employees, volunteers and unpaid workers.

## The Accessibility for Ontarians with Disabilities Act (AODA)

The IASR is a grouping of five standards under the Accessibility for Ontarians with Disabilities Act (AODA). The purpose of the AODA is to make our province fully accessible by 2025 by creating and enforcing accessibility standards. Accessibility Standards are rules that all organizations, including Peel, must follow to remove and prevent barriers so that people with disabilities can participate in everyday life.

## Understanding the Integrated Accessibility Standards Regulation (IASR)

The IASR contains general requirements and five standards:

- The Information and Communications Standard
- The Employment Standard (This standard does not apply to volunteers and is not covered in this brochure)
- The Transportation Standard
- The Design of Public Spaces Standard
- The Customer Service Standard



# General Requirements

There are five general requirements, which apply across all four IASR standards.

## 1. Training

Peel Region must provide training to volunteers and employees. As a volunteer for the Peel, your role in meeting this requirement is to ensure that you have reviewed the material in this brochure.

## 2. Accessibility Policies

As required by the IASR, Peel has developed accessibility policies describing what we do, or intend to do, to meet the requirements of the Regulation. Peel Region's Accessibility Policy (G00-20) and Accessible Customer Service Policy (G00-18) are available at [peelregion.ca](http://peelregion.ca) and in alternate formats upon request.

## 3. Multi-Year Accessibility Plan

As required by the IASR, Peel has developed a Multi-Year Accessibility Plan to outline the steps we have taken and plan to take to prevent and remove barriers. The Plan is posted at [peelregion.ca](http://peelregion.ca) and is available in accessible formats upon request.

## 4. Self-Service Kiosks

Peel must incorporate accessibility features into any self-service kiosks we operate to allow people with disabilities to use self-service kiosks independently. These are self-serve electronic terminals, such as grocery store checkouts and parking payment terminals.

## 5. Procuring or Acquiring Goods, Services or Facilities

The fifth general requirement is that Peel incorporates accessibility design, criteria and features when procuring goods, services, or facilities. Peel has included accessibility criteria in every request for proposal (RFP).



# Information and Communications Standard

The Information and Communications Standard outlines how organizations will be required to create, provide and receive information in ways that are accessible for people with disabilities. There are four requirements under this standard:

## 1. Provide accessible formats and communication supports

Peel Region must provide information and communications in an accessible manner to people with disabilities. Alternatives to standard print are often referred to as 'accessible formats,' and ways to assist communication between people are referred to as 'communication supports'.

Some examples of accessible formats and communication supports include:

- Large print (accessible format)
- Handwritten notes instead of spoken word (accessible format)
- Information written in plain language (accessible format)
- Reading written information to a person directly (communication support)

When a request is received, Regional staff or volunteers must:

- Consult with the individual to determine accessibility needs
- Determine the most appropriate solution based on accessibility needs of the individual and the ability of Peel to provide the alternate format.

Accessible formats and communication supports must be provided in a timely manner and at a cost that is not more than the regular cost charged for the standard service. In other words, if Peel does not charge a fee for a document it cannot charge a fee for the same document produced in an alternate format.

This requirement does not apply to:

- Products and product labels
- Information Peel Region does not control directly or indirectly (i.e. through a contract)
- Information or communications that cannot be converted

When it's not possible to convert requested material, Peel Region must provide the individual making the request with the following information:

- An explanation as to why the information or communications are unconvertible, and
- A summary of the information or communications

The Region must comply with requirements to provide accessible formats and communication supports. Peel's Accessible Formats and Communication Supports Policy (G00-23) can be found at [peelregion.ca](http://peelregion.ca) and in alternate formats upon request.



## 2. Develop an accessible feedback process

Under the IASR regulation, our feedback processes must be accessible. This means that anytime we set up a process to collect feedback from our clients or our staff, such as through surveys, comment boxes, or email requests, we must ensure that there are accessible options so that everyone in Peel can participate.

Accessible feedback processes includes:

- Considering the accessibility needs of our audiences
- Arranging for accessible formats and communication supports to be available upon request

## 3. Ensure accessible emergency procedures, plans and public safety information

Upon request, Peel must provide emergency procedures, plans and public safety information in an accessible format. Real-time emergency information (such as announcements and alarms) is not included in this requirement.

## 4. Develop accessible websites and web content

Peel will be required to make its websites and web content accessible for persons with disabilities. An accessible website allows persons with disabilities to use screen readers and other similar applications to access information on the site. New websites and web content must conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA. Peel's Digital Accessibility Policy (I10-01-13) can be found at [peelregion.ca](http://peelregion.ca) and in alternate formats upon request.





## The Transportation Standard

This standard helps prevent and remove barriers to public transportation to make it easier for people to travel in Ontario.

At Peel Region, our TransHelp Program offers key services to make transportation in Peel accessible for persons with disabilities.

Existing services include:

- **TransHelp** – A service for Peel residents who are physically unable to board public transit vehicles due to functional mobility problems.
- **Taxi Voucher** – A subsidized taxi program for Peel residents whose disability significantly impacts their ability to travel spontaneously.



## Next step

Fill out and submit the Training Registration Card that came with this material. Only by submitting this card will your mandatory training be noted as complete in Peel Region files.

## Design of Public Spaces Standard

The goal of this standard is to remove barriers in buildings and public spaces, such as parks and pedestrian crosswalks. The requirements only apply to spaces that are newly constructed or redeveloped, it does not require changes to existing infrastructure.

Below are a few examples which highlight the initiatives that Peel has taken to make our public spaces accessible:

- **Outdoor Paths of Travel** – Peel has incorporated accessible pathways to enter and exit 10 Peel Centre Dr. and 7120 Hurontario St.
- **Accessible Service Counters** – Peel facilities have, at minimum, one accessible customer service counter in each service area. This is a counter that accommodates a mobility aid, such as a wheelchair.
- **Fixed Queuing Guides** – Peel's public facilities have been constructed to ensure that queuing areas (i.e. areas where clients line up for service) are wide enough to accommodate mobility aids and devices.

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[peelregion.ca](https://www.peelregion.ca)

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Region**  
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