

Integrated Accessibility Standards Regulation Policy



Purpose

This policy is drafted in accordance with the Integrated Accessibility Standards (Ontario Regulation 191/11) and addresses how Holy Name of Mary College School (HNMCS) 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;
- 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 with disabilities can participate in the experiences available to customers without disabilities. Accommodation will vary depending on the customer's unique needs.
- c) Amenities means items that provide conveniences or services for use by the public, examples of which include drinking fountains, benches and garbage receptacles.
- d) 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.
- e) Communications means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.
- f) Conversion ready means an electronic or digital format that facilitates conversion into an accessible format.

- g) 'Disability' is:
- i. 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;
 - ii. A condition of mental impairment or a developmental disability;
 - iii. A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
 - iv. A mental disorder;
 - v. An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.
- h) Educators means employees who are involved in program or course design, delivery and instruction, including staff of school boards.
- i) Information includes data, facts and knowledge that exist in any format, including text, audio, digital or images, and that conveys meaning.
- j) Kiosk means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.
- k) Off-street parking facilities includes open area parking lots and structures intended for the temporary parking of vehicles to which the public has access whether or not the payment of a fee is charged and includes visitor parking spaces in parking facilities.
- l) Redeveloped means planned significant alterations to the public spaces, but does not include maintenance activities, environment mitigation or environmental restoration.
- m) Type A means a wider parking space with a minimum width of 3,400 mm and signage that identifies the space as "van accessible".
- n) Type B is a standard parking space with a minimum width of 2,400 mm.
- o) Volunteer may include a person who voluntarily undertakes a task on behalf of Holy Name of Mary College School.

General Requirements

(1) Self-Service Kiosks

I. Holy Name of Mary College School currently does not have self-service kiosks, nor does it have plans to use self-service kiosks in the foreseeable future; however, if and when they are considered, accessibility features will be incorporated in the design and procurement of such kiosks.

(2) Training

- I. HNMCS will ensure 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 HNMCS's policies; and
 - c. All other persons who provide goods, services or facilities on behalf of HNMCS.
- II. The training provided is appropriate to the duties of employees, volunteers and other persons.
- III. Training is provided as soon 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.

Information and Communication Standards

(3) Feedback

- I. Holy Name of Mary College School's Customer Feedback process is available to persons with disabilities and does provide or arrange for the provision of accessible formats and communication supports upon request.

(4) Accessible Formats and Communication Supports

- I. HNMCS 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 that is no more than the regular cost charged to other persons.
- II. HNMCS will consult with the person making the request in determining the suitability of an alternative format or communication support.

(5) Emergency procedures, plans or public safety information

- I. HNMCS will, upon request, make its emergency procedures, plans or public safety information available in an accessible format or with appropriate communication supports, as soon as practicable.

(6) Educational and training resources and materials

I. HNMCS will, upon request, provide educational or training resources or materials in an accessible format that takes into account the accessibility needs due to a disability of the person to whom the material is to be provided by:

- a. procuring through purchase or obtaining by other means an accessible or conversion ready electronic format of educational or training resources or materials, where available, or
- b. arranging for the provision of a comparable resource in an accessible or conversion ready electronic format.

II. HNMCS will provide student records and information on program requirements, availability and descriptions in an accessible format to persons with disabilities.

(7) Training to Educators

I. HNMCS has provided its educators with accessibility awareness training related to accessible program or course delivery and instruction.

II. HNMCS will maintain a record of the dates of when training is provided and the number of individuals to whom it was provided.

Employment Standards

(8) Recruitment

I. HNMCS will notify 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 will be notified that accommodations are available upon request in relation to the materials or processes used.

III. If a selected applicant requests an accommodation, HNMCS will consult 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, HNMCS will notify the successful applicant of its policies for accommodating employees with disabilities.

(9) Informing employees of supports

I. HNMCS will inform its employees of its policies used to support 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.

(10) Accessible formats and communication supports for employees

I. When an employee requests it, HNMCS 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. HNMCS will consult with the employee making the request in determining the suitability of an accessible format or communication support.

(11) Workplace emergency response information

I. HNMCS provides individual workplace emergency response information to employees who have a disability:

- a. Where the disability is such that individual information is necessary; and
- b. Where HNMCS is aware of the need for accommodation due to the employee's disability.

II. If an employee with individualized workplace emergency response information requires assistance and provides consent, HNMCS will provide the individualized information to the person designated by HNMCS to provide assistance to the employee.

III. Individualized information is provided as soon as practicable after HNMCS becomes aware of the need for accommodation due to an employee's disability.

IV. HNMCS will review the individualized workplace emergency response information

- a. When the employee moves to a different location;
- b. When the employee's overall accommodation needs or plan are reviewed;
- c. When HNMCS reviews its general emergency response policies.

(12) Performance Management

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

(13) Career Development and Advancement

I. Where HNMCS 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.

(14) Redeployment

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

Design of Public Spaces Standards

Holy Name of Mary College School also has responsibilities under the Design of Public Spaces Standard when building new or making significant changes to its existing public spaces on or after January 1, 2018.

(15) Accessible Parking Off-Street Parking

I. Holy Name of Mary College School provides, intends to maintain and meets the technical requirements of at least the minimum number of parking spaces required for the use of person with disabilities:

- a. Four percent of parking spaces provided for the use of persons with Disabilities.
- b. Parking spaces for the use of persons with disabilities distributed evenly between Type A wider spaces and Type B standard spaces.

Access Aisles

I. HNMCS provides, intends to maintain and meets the technical requirements of access aisles, shared or separate, between Type A and B parking spaces that allow persons with disabilities to get in or out of their vehicles

Signage

I. HNMCS provides, intends to maintain and meets the technical requirements for accessible permit parking signage that distinctly indicates Type A and B parking spaces for the use of persons with disabilities; Type A parking spaces are further indicated as "van accessible".

(16) Obtaining Services

Service Counters

I. If HNMCS should redevelop its service counter area, it will provide at least one service counter that is accessible to people who use mobility aids such as wheelchairs.

- a. The counter would be low enough for someone sitting in a mobility aid;
- b. The counter would have sufficient clear space for the person's knees;
- c. The service counter would be clearly identified with sufficient signage.

Waiting Areas

I. If HNMCS should redevelop its waiting area, it will provide waiting area seating that includes:

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