



**Accessibility for Ontarians with Disabilities (AODA)
Training Program**

Updated May 10, 2023 – Version 1

Introduction

The City of Ottawa is committed to providing equal treatment to people with disabilities with respect to the use and benefit of City services, programs, goods, facilities and information. This commitment extends to residents, visitors, volunteers, and employees with visible or non-visible disabilities.

On March 22, 2012, City Council approved the provisions of the first Accessibility Training Plan to meet the requirements of section 7 of the [Integrated Accessibility Standards Regulation](#) (IASR) of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

Under this regulation, the City of Ottawa is obligated to provide training on the requirements of the AODA, IASR and the Ontario Human Rights Code as it pertains to people with disabilities. Furthermore, training must be appropriate to the duties of:

1. employees
2. volunteers
3. other persons who participate in developing the organization's policies, and
4. those who provide goods, services or facilities on behalf of the City.

Transit Services, such as OC Transpo, Para Transpo and Light Rail, are federally or independently regulated and therefore the AODA, a provincial statute, is not applicable. However, the City's Transit Services Department is committed to meeting the spirit and intent of the AODA and do provide training to their personnel.

The Ottawa Police Service reports to a separate board and, as such, follow their own respective training policies. The Ottawa Public Health and Ottawa Public Library services, despite also reporting to separate boards, do follow this training model and report to the province on training through the City.

All training must be delivered as soon as is practicable and organizations must keep records of the training provided, including the dates on which the training is provided and the number of individuals to whom it is provided. While the IASR does not require regular refresher training, the Accessibility Office provides updated training when staff are promoted to management positions, and specialised training is provided to employees who move to positions where they have specific duties relevant to the standards. Refresher training courses are also provided upon request, or as needed.

Lastly, all changes to the legislation must be updated in the City's accessibility-related policies, procedures and training and must also be communicated to all parties which is

accomplished through internal communication channels, such as the *In the Loop* newsletter and Management Bulletins, as required.

City of Ottawa Accessibility Training Modules

The Corporate Accessibility Office manages the development of accessibility training on behalf of the organization and collaborates with other departments to deliver technical training for creating accessible documents and web content. Accessibility training modules are offered in a variety of formats, including in-person, virtually, through a learning platform, and through online videos to ensure the format is appropriate to the audience. For example, the AODA Management Compliance training, the Accessible Procurement training and the Accessibility Impacts Statement training can be provided in-person to allow participants to examine their own work through an accessibility lens and ask questions. Sessions can be customized to be intact. AODA training courses are delivered with accessible formats, communication supports and other disability-related accommodations for staff, volunteers, and third-party contractors, upon request. To ensure the City's training is appropriate to the duties of employees, as required by the legislation, the following training sessions have been developed.

AODA: Accessibility for All

All City of Ottawa employees, regardless of position, including contracted, part-time and seasonal staff, are required to complete the AODA: Accessibility for All training, as soon as practicable and Councillors must be trained as persons who participate in developing the City's policies.

This mandatory course covers the following legislative requirements on which all staff must be trained:

- The AODA
- The IASR
- The Ontario Human Rights Code as it relates to the duty to accommodate persons with disabilities

This course is offered in-class to promote dialogue that provides participants with real life examples, an opportunity to ask job-specific questions and receive feedback. It is also offered online through the [Learn](#) platform for networked staff, and [Olearn](#) for non-networked staff.

As persons who provide goods, services or facilities on behalf of the City, third-party vendors and contractors are required to ensure they and their staff are trained as part of

the General Terms and Conditions of doing business with the City. This online [Accessibility Training for External Contractors/Consultants](#) training course is available on ottawa.ca.

Similarly, all City of Ottawa volunteers are required to complete AODA training as part of their onboarding. They are required to complete both the [Accessible Customer Service training](#) and the [Integrated Accessibility Standards Regulation \(IASR\) training](#) for volunteers, also on ottawa.ca, and notify their Volunteer Coordinator upon completion.

AODA Management Compliance Training

The AODA Management Compliance training details the specific responsibilities of City managers & supervisors and provides them with the opportunity to discuss challenges & exchange corporate knowledge.

Managers and supervisors from Level 1 through to Level 6 must attend this mandatory course to clarify their specific roles and responsibilities and further meet the requirements of section 7.2 of the IASR. This training encourages managers and supervisors to embrace accessibility, understand accommodations for staff with disabilities, and ensure they and their staff meet the requirements of the AODA.

This training will increase compliance and reduce barriers for persons with disabilities and prepare managers and supervisors to respond comprehensively to the annual corporate AODA compliance review.

Managers and supervisors at or above Level 6 must register for this course through the [Learning Centre portal](#) or contact the [Accessibility Office](#) to arrange an intact session for departmental staff.

Accessible Procurement Training

The Accessible Procurement Workshop is delivered to staff whose role includes making purchases or acquiring goods on behalf of the City. This interactive workshop allows participants to explore what accessible features, criteria and design are in the goods, services and facilities they specifically purchase, and what to consider when administering contracts.

This training provides the knowledge and tools needed to meet the City's requirement to integrate and monitor accessible features in all purchases, regardless of dollar value, as per section 5.1 of the IASR. It further explains the City's process for confirming that they

have included accessibility into their purchases and how to document instances where they were unable to do so.

This workshop is offered on an as needed basis and upon request through the [Accessibility Office](#).

Individualized Workplace Emergency Response Information (IWERI) for Employees with Disabilities

[This training module](#) encourages employees with visible, non-visible, permanent and/or temporary disabilities to familiarize themselves with emergency protocols and evacuation plans for their work location(s). It provides an overview of the different types of emergencies and how to be prepared for each. It also explains where employees with disabilities can get more information, as well as how and when to include their supervisor or manager in developing an emergency plan as part of their overall accommodation plan.

Responsibilities of Managers and Supervisors and Individualized Workplace Emergency Response Information

[This training module](#) discusses the responsibilities of managers and supervisors regarding Individualized Workplace Emergency Response Information (IWERI).

As of January 1st, 2012, Section 27 of the Integrated Accessibility Standards Regulation of the AODA, requires that the City provide employees with visible, non-visible, permanent and/or temporary disabilities access to Individualized Workplace Emergency Response Information. This information and/or Plan is customized to assist in safe evacuation planning for employees with disabilities, in the event of an emergency.

Accessibility Impact Statement Workshop

In addition to the AODA Training, on October 13, 2011, Council approved [motion FEDCO 10/1](#), which directed staff to immediately include an “Accessibility Impacts” section in all reports to Committee and Council. In this section, staff are to review proposed projects, prior to Council approval, for any potential positive or negative impact on people with disabilities and older adults. The section should include the description of all positive impacts identified and/or the identification of any negative impacts and the steps taken to remediate them.

The training is intended to support report writers, project managers and any staff who work in policy development to write meaningful Accessibility Impacts statements for their Committee/Council reports.

The interactive workshop reviews the "Three Steps to Developing Accessibility Impact Statements" document and offers participants the opportunity to reflect on department-specific reports and associated accessibility considerations.

This workshop is scheduled for staff across the organization throughout the year and offered upon request through the [Accessibility Office](#).

Accessible Documents using MS Word

This course serves as an introduction to accessible documents and web content creation through PDF, by utilizing MS Word for the source file. Basic concepts of Digital Accessibility, including types of disabilities and assistive technologies utilized, are also introduced. Attendees will also learn how inaccessible web content, often created from MS Word source files, can significantly impact day to day activities for certain users. As content creators, attendees will be educated in the legislated requirements of the AODA (Accessibility for Ontarians with Disabilities Act), and how that relates back to the MS source file.

Through hands on exercises, the requirements of accessible content creation, dictated through the web standards of WCAG (Web Content Accessibility Guidelines) and PDF/UA (Universal Accessibility) are fully covered. And attendees will discover that adding accessibility features within documents can create efficiencies in their daily workload.

Anyone wishing to attend this training session can register through the Learning Centre portal. Intact sessions can also be scheduled by contacting the Web Accessibility Coordinator, directly.

PDF Accessibility Fundamentals using Acrobat Pro DC and the PDF Accessibility Checker (PAC)

This course follows up on the Accessible documents using MS Word course by concentrating on what happens AFTER the Word document has been converted to PDF. Attendees will learn "what makes a PDF accessible" through the introduction into the world of PDF tags. What is a tag, what does it do and why it is important, are all concepts covered.

By utilizing Acrobat Pro DC, in combination with the PDF Accessibility Checker (PAC), attendees will learn how to check a PDF file for accessibility issues and then how to further ensure it is conformant to a published standard, to be compliant with AODA legislation. Common accessibility issues and more significantly, how to address them, will empower attendees to make accessible PDF documents created from MS Word source files, web suitable.

Anyone wishing to attend this training session can contact the Web Accessibility Coordinator directly.

Advanced PDF Accessibility (using Axes PDF and Adobe Acrobat)

This 2-part course is geared to users tasked with remediating existing PDF files, quite often created from external sources. Generally, the original source (MS word) file is not available and accessible corrections must be made to the PDF file itself. The concepts covered in this course delve more into the specific requirements of the PDF/UA (and WCAG) standard and advanced details of PDF tagging structure are provided.

Utilizing relevant documents, hands on exercises in Part 1 will reveal the capabilities of Acrobat Pro's capabilities and the specific operations of PDF remediation that must be performed utilizing it. Once those exercises have been completed, Part 2 will focus on the Axes PDF tool and where it can take over from Acrobat to simplify remaining tasks. Utilizing the built-in conformance checker, interpreting some of the error messages, using the one-click fixes are all elements that will be covered.

Anyone requiring this training session, as appropriate to their work, can contact the Web Accessibility Coordinator, directly.

Training Resources

The [Corporate Accessibility Office SharePoint page](#) provides various tools and resources to staff to ensure that City services are accessible to residents, employees, and visitors with disabilities. Staff will find links to internal and external resources relevant to understanding disability-related accommodations, legal requirements, as well as the City of Ottawa's Accessibility Policy and other procedures.

Roles and Responsibilities

General Managers, Directors, managers, and supervisors are accountable to ensure that their staff have the required competencies to provide accessible services to people

with disabilities in line with the direction set out by Council, Senior Management and as prescribed by the IASR of the AODA.

Accessibility Working Group Members:

- Request assistance, as needed, from the Accessibility Office to support training and accessibility initiatives in their area, including intact training requests.
- Meet compliance with legislative requirements by ensuring staff receives the required level of accessibility training, appropriate to their authority level and/or job responsibilities.
- Share specific challenges and solutions with the Accessibility Office and other departments to develop best practices.

Corporate Accessibility Office:

- Facilitate corporate-wide and intact training sessions, as required and upon request.
- Provide materials, tools and templates required to provide training.
- Work with HR (Learning Centre) to ensure accurate records are kept in SAP.
- Coordinate compliance reporting to the Province.
- Monitor progress and compliance, and with the Accessibility Working Group, ensure that the appropriate level of training is being provided for each employee.
- Work with Information Technology Services, ServiceOttawa and the Learning Centre to incorporate accessibility training into regular training curriculums.

ServiceOttawa:

- Deliver Accessible Documents and PDF Accessibility (Fundamentals & Advanced) training.
- Work with HR (Learning Centre) to ensure accurate records are kept in SAP.

Human Resources:

- Provide automation support for the administration, tracking and reporting of accessibility training through SAP. Data from SAP will be made available for departments to track progress and for the Corporate Accessibility Office to report to the City Manager, Senior Management, Council and to the Province on compliance with the training regulation.
- Ensure New Employee/ New Manager Checklists include accessibility training requirements.

- Enter attendance summary of training courses, as provided by the Accessibility Office and ServiceOttawa.

Contact

The City of Ottawa Accessibility Office will continue to monitor the needs for training that are appropriate to the duties of City staff. Please contact the [Accessibility Office](#) with any questions or for further information regarding this document.