

## Accessibility Impact Statements

Accessibility impacts must be assessed early on and throughout the project, as projects can both create and remove barriers for people with disabilities. There are very few circumstances where there are no accessibility impacts due to the City's requirement to be compliant with the [Integrated Accessibility Standards Regulation \(IASR\)](#) of the [Accessibility for Ontarians with Disabilities Act, 2005, \(AODA\)](#).

There are three steps to consider in developing accessibility impacts:

1. [Conduct consultation with the Accessibility Advisory Committee \(Where applicable\)](#)
2. [Ensure your project or report subject meets accessibility legislative requirements.](#)
3. [Determine if your project or report subject will help people with disabilities access services or create barriers to accessibility.](#)

The results and findings after conducting the three steps (where applicable) becomes the content of the accessibility impact section.

If you still have questions after following these steps, you can also:

- Review [Examples of Accessibility Impacts in Reports](#),
- Contact your departments' Accessibility Working Group Representative [Link to current list](#),
- Contact the [Program Manager, Accessibility](#) or the [AccessibilityOffice@Ottawa.ca](mailto:AccessibilityOffice@Ottawa.ca) to help you determine if there are accessibility impacts, or;
- Refer to the [Accessibility Checklist](#) (to open the link: right-click and select 'Open Hyperlink').

# Three steps to developing accessibility impact statements

**Step 1: Conduct consultation with the Accessibility Advisory Committee (where applicable).**

Establish if there is an AODA duty to consult with the Accessibility Advisory Committee (AAC) or others in the community and if so, conduct a consultation to help explore the impacts of the subject of your report, on people with [various types of disabilities](#). Follow the [process to consult with the AAC](#).

In general, you must consult the AAC if the subject of your report is about:

- A Council Priority, a City-wide or master plan that affects the community ex: Transportation, Housing, Pedestrian, etc., or if the subject of the report is on the [AAC Workplan](#),
- The development of a new or changes to programs, policies and services provided to persons with disabilities and seniors.
- The implementation of an AODA standard (Employment, Procurement, Customer Service, Information and communication, websites, Transportation or the Built Environment, and;
- Site plans and drawings selected by the AAC,

Specifically, for the Design of Public Spaces and some Transportation projects, the [Integrated Accessibility Regulation 191/11 \(IASR\)](#) states that the City must consult with people with disabilities and the Accessibility Advisory Committee on:

- Accessible on-street parking spaces,
- The design and placement of rest areas,
- Outdoor play spaces, and;
- Recreational trails.

Even if you do not have a duty to consult, the AAC is available to provide feedback on your project and how the project can be inclusive for residents with disabilities. Larger, complex projects should be presented at a meeting, and shorter, less complex projects can be done by email.

In the Accessibility Impacts section, write how your engagement with the AAC, persons with disabilities, and accessibility stakeholders informed the design of the program, policy, project, service, plan or facility.

Detailed information about [legislative authorities on accessibility consultation requirements](#) are also available.

## Step 2: Review if your project meets the requirements of the AODA IASR.

The [Integrated Accessibility Standards Regulation \(IASR\)](#) has requirements in the areas of:

**Customer Service:** How will people with disabilities access the service equitably?

Services, programs, and events must be designed with people with disabilities in mind. Experiences must be equitable and must be provided in a way that respects the dignity and independence of residents, employees, and visitors with disabilities.

**Procurement:** Are contractors trained in AODA? Does my purchase include accessibility features and design? Will my newly purchased website or app be compliant?

All City procurement must include accessible design and criteria. Where that is not possible, an explanation must be provided upon request. Consultants and contractors must complete AODA Training. Public facing reports, websites and web apps must conform to the WCAG 2.0 Level AA standards.

**Information and communication:** Can all residents access the information I am conveying?

All City information and communication must be provided in an accessible format or with a communication support, upon request. All consultation/event products and large-scale documents must advise public that [accessible formats and communication supports](#) are available upon request. All live and recorded state of emergency communications must be provided with captioning, American Sign language and langue des signes du quebec.

**Employment:** Do employment policies and practices take the disability of candidates and employees into account?

All City employment policies, procedures and practices must consider employees' disabilities as described in the IASR. They must be accommodating, inclusive and accessible from recruitment to termination.

**Built Environment:** Will the new facility meet or exceed all relevant accessibility standards? What are the specific accessibility features that will be included in this new facility? How will this new facility remove barriers to accessibility? How will accessibility be considered during construction? etc.

All construction, renovations and retrofits must conform to [Accessibility Design Standards](#) and the [IASR Design of Public Spaces Standards \(DOPS\)](#).

**Transportation:** Do taxi services, ride share programs, buses and trains provide accessible services to people with disabilities?

Specifics on these requirements are available in the IASR.

Demonstrating that the subject of your report or project adheres to the AODA IASR in the accessibility impact section, demonstrates how the City is meeting its obligations.

### **Step 3: How does subject of report affect people with disabilities?**

Once at Committee and Council, what would be your answer to this question: Does the subject of the report or the project improve services to people with all types of disabilities or create barriers for them? Explain.

The answer to this question should be contained in the Accessibility Impacts section to demonstrate to Council, the community and the Province that all City work is done with a goal of identifying, eliminating and reducing barriers for people with disabilities (ex: we would no longer build a facility without an accessible entrance).

If, despite your best efforts, there will be a negative impact on people with disabilities, note it has an impact, include any remediation efforts you have undertaken to minimize the impact and ensure your General Manager is aware.

Additional information about people with disabilities can be found in the [Equity and Inclusion Lens and the People Living with Disabilities Snapshot](#).

## Examples of accessibility impacts in reports

### Construction project

The construction project contained in this report was presented to the Accessibility Advisory Committee on May 20, 2020 and the AAC requested that we specifically review the number of on-street parking spaces and no-parking zones contained in the construction area and ensure that accessible spots (no parking zones) were not reduced.

All planning, design, and construction phases of the project were completed in compliance with the Ontario Building Code, the [Design of Public Spaces Standards](#) of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) [Integrated Accessibility Regulation 191/11](#) and the [City's Accessibility Design Standards](#). This will increase accessibility for pedestrians with disabilities in four areas:

1. Sidewalks will be constructed to provide a clear width of 2000 mm allowing for more space for people walking with a support person, using mobility devices and/or service animals and other pedestrians to comfortably pass each other.
2. Transitions between the sidewalk and the street will not exceed 6 mm allowing for a smooth transition onto the street for those using walkers and other mobility devices.
3. Sidewalks will be built using tactile warning surface indicators at all intersections to ensure people who are Blind and low vision are aware when they are stepping onto the street.
4. None of the no-parking zones areas have been removed as part of this project and due to this feedback, the project team was able to add a new no-parking zone near the intersection of Bank and Laurier. This will increase parking for accessible permit holders to attend medical appointments, access services such as pharmacies and shop in this area.

### Community project

As outlined in the report, this pilot project was presented to AAC on 4 occasions throughout the season. AAC members explained that sidewalk riding and improper parking create barriers to safety and accessibility, especially for people who are blind, who have low vision or who use wheelchairs or other mobility devices. People pushing strollers may also encounter accessibility barriers created by e-scooters.

In addition to comments received from consultation with accessibility stakeholder groups as outlined above, input was also received from respondents of the e-scooter survey. Survey respondents included 16 people who use wheelchairs and 27 people who use another mobility device. In addition, five respondents reported using canes and guide dogs.

As well as the physical barriers presented by mis-parked e-scooters or the physical danger presented by sidewalk riding, residents reported experiencing hurt and frustration that their ability to safely navigate the city independently was compromised.

City staff are committed to ensuring that the feedback of accessibility stakeholders have been considered and have proposed changes to the 2021 pilot program to reduce barriers to

persons with disabilities. Our department will continue to have open communications with the AAC and other stakeholders to reduce barriers to people with disabilities this season.

## **Financial report**

No consultation with the AAC was required in relation to this report. The corporation continues to ensure that City purchases include accessible design, criteria and features as prescribed by section 5 of the Integrated Accessibility Standards Regulations of the Accessibility for Ontarians with Disabilities Act, 2005. A series of checkpoints have been imbedded into various procurement documents and processes to remind managers of their responsibility to include accessibility in their purchases. Managers receive and complete accessible procurement forms ensuring accessibility in procurement remains top of mind to provide equitable products and services to residents, employees and visitors with disabilities.

## **Service centre facility**

The new facility was designed with accessibility in mind and meets all the AODA and IASR requirements. The design was also reviewed by the AAC at their annual spring construction meeting in 2019. This includes the design of the fixed queuing area in the client service centre which includes benches along the way for residents who cannot stand for long periods and signage to that effect. The queuing system includes both visual and verbal notifications to ensure people who are low vision or hard of hearing can tell when it is their turn. All customer service staff have received AODA training and the Accessibility Office has provided additional insight on using lowered counters and ensuring accessible seating alongside the regular seating is maintained. This allows service animals and for people who use wheelchairs to sit with companions while waiting for service. Each wicket has access to a laptop and has instructions on how to assist a deaf person by offering VRS services and how to assist a Blind person to complete forms.

## **IT**

In accordance with the City's Accessible Web policy, all ITS projects and initiatives include accessible criteria, features and functionality. All public-facing technologies built in-house or purchased receive are assessed to verify conformance with WCAG 2.0 level AA as required by section 14 of the Integrated Accessibility Standards Regulation 191/11 of the Accessibility for Ontarians with disabilities Act, 2005.

## Accessibility Consultation Legislative Authorities

### Accessibility for Ontarians with Disabilities

The AAC Committee shall,

- advise the council about the requirements and implementation of accessibility standards and the preparation of accessibility reports and such other matters for which the council may seek its advice under subsection (5);
- (b) review in a timely manner the site plans and drawings described in section 41 of the *Planning Act* that the committee selects; and
- (c) perform all other functions that are specified in the regulations. 2005, c. 11, s. 29 (4). (See IASR section below)

The council shall seek advice from the committee on the accessibility for persons with disabilities to a building, structure or premises, or part of a building, structure or premises,

- that the council purchases, constructs or significantly renovates;
- for which the council enters into a new lease; or
- that a person provides as municipal capital facilities under an agreement entered into with the council in accordance with section 110 of the *Municipal Act, 2001* or section 252 of the *City of Toronto Act, 2006*.
- (6) When the committee selects site plans and drawings described in section 41 of the *Planning Act* to review, the council shall supply them to the committee in a timely manner for the purpose of the review. 2005, c. 11, s. 29 (6).

### Integrated Accessibility Standards Regulation

The [Integrated Accessibility Regulation 191/11](#) states that the City must consult with people with disabilities and the Accessibility Advisory Committee on:

#### The built environment

- The need, location and design of accessible on-street parking spaces when constructing or redeveloping existing on-street parking spaces,
- The design and placement of rest areas along the exterior path of travel [when constructing new or redeveloping existing exterior paths of travel that they intend to maintain] [notwithstanding exceptions in [80.31 – 80.32](#)].
- The needs of children and caregivers with various disabilities when constructing outdoor play spaces, and;
- The slope of a recreational trail. The need for, and location of, ramps on the trail. The need for, location and design of, rest areas, passing areas, viewing areas, amenities on the trail, any other pertinent feature.

**Information and Communication** - All consultation products must advise public that [accessible formats and communication supports](#) are available upon request and the City shall consult with the person to ensure it meets their need.

**Transportation** – shall consult with people with disabilities on the number of accessible taxis, and;

**Employment** – shall consult with employees about the need for accommodations from recruitment to termination.

### **AAC Terms of Reference**

Ottawa City Council has approved responsibilities for the AAC that go “over and above” the requirements of the AODA. In particular, the Council-approved Terms of Reference for the AAC state that the AAC will be:

- Available as a resource to staff, providing input on matters being pursued to achieve Council’s strategic priorities.
- Responsible for providing advice to Council on programs, policies and services provided to persons with disabilities and seniors.
- Responsible for ensuring that its business aligns with, and serves to complement, City Council’s strategic priorities.

Other authorities include, the City of Ottawa [Accessibility Policy](#) or other legislation, Bylaws and City or departmental policies, procedures or practices which speak, in whole or in part, to accessibility.



## Types of Disabilities

- Mobility disabilities (such as difficulty moving, uses a wheelchair, crutches, walker, cane, scooter, reduced stamina, etc.)
- Physical disabilities of coordination or dexterity (such as difficulty using hands or arms, reduced stamina, etc.)
- Blind, partially sighted or vision loss etc. who may use a white cane or a support animal to travel safely through the City; to walk without tripping and bumping into things while accessing services and who cannot read documents independently unless they are accessible.
- Deafness, hearing loss, hard of hearing, Tinnitus, etc. who cannot make phone calls traditionally, cannot hear alarms, public service announcements, hear people speak in a meeting or in video conferences and whose first language may be American Sign Language (ASL) or Langue des signes du Québec (LSQ).
- Speech impairment (such as non-verbal, speech impediment, etc.)
- Mental health illness or disorders (such as anxiety, Bipolar Disorder, depression, eating disorders, Post-Traumatic Stress Disorder, Schizophrenia, etc.)
- Learning disabilities (e.g., Dyslexia, Dyscalculia, etc.)
- Chronic and episodic conditions (such as Diabetes, cancer, Multiple Sclerosis, arthritis, chronic back pain, inflammatory bowel disease, etc.)
- Addictions (such as alcohol, recreational or prescription drugs, gaming, gambling, etc.)
- Environmental sensitivities (such as sensitivity to scents, sounds, lights, electromagnetic fields, etc.)
- Intellectual or neurological disabilities (such as Attention Deficit Hyperactivity Disorder, Autism spectrum, Down Syndrome, brain injured, etc.)
- Other disability (ies)

# Accessibility and General Accessibility Impacts Checklist

## A: Before You Begin

This section will help you identify whether your report requires additional research or consultation to inform the Accessibility Impacts section of the report template. If you are having trouble completing the Before you Begin Tool you may wish to read the more detailed checklist below to help you consider the implications of accessibility to the subject area of concern.

If you answer Yes to all, or most, of the questions in the Before you Begin Tool you may be able to move directly to the completion of the Accessibility Impacts section of the report template. Simply use the checklist tool as a guide and briefly describe how your report is meeting the objectives contained within the assessment tool.

If you answer No to one or more questions contained in the Before you Begin Tool you may:

1. Require the assistance of the Accessibility Office to complete the Accessibility Impacts section of the report template;
2. Need to look at the larger checklist attached to identify specific accessibility issues relevant to your report;
3. Need to have the report reviewed by your department's representative on the corporate interdepartmental Accessibility Working Group (AWG) for feedback; or
4. Need to consult with the Accessibility Advisory Committee (AAC).

Please note: An asterisk \* field on the checklist indicates a mandatory field due to the following legislation/policy:

[Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11](#)

[Integrated Accessibility Standards Regulation, O. Reg. 191/11](#)

[Human Rights Code, R.S.O. 1990, c. H.19](#)

[Canadian Human Rights Act \(R.S., 1985, c.H-6\)](#)

[Highway Traffic Act, R.R.O. 1990, Reg. 629/07](#)

[City of Ottawa Accessibility Policy](#)

[City of Ottawa Accessibility Design Standards](#)

[OC Transpo Accessibility Policy](#)

[Workplace Accommodation Policy](#)

[Accessible Formats and Communication Supports Procedure](#)

[Accessible Format and Communication Support Request](#)

[City of Ottawa, Equity and Diversity Policy](#)

[Web Accessibility Policy](#)

		YES	NO	Comments
(a)*	Has accessibility been reflected in the project (overall planning, objectives, project purpose, results, activities and outputs) such that people with agility, mobility, mental/cognitive, hearing, speech and visual disabilities can participate in and/or benefit from it on an equitable basis			
(b)*	Does the report consider the regulations contained within the <a href="#">AODA</a> and the City of Ottawa Accessibility Policy			
(c)*	Has staff included accessible features and criteria in the procurement process as prescribed by s. 5 of the <a href="#">Integrated Accessibility Standard Regulation (O.Reg 191/11)</a> under the AODA?			
(d)*	Will the program, project or activity reflect the City's accessibility principles? City services, programs and goods that are to be provided in a manner that: <ul style="list-style-type: none"> <li>1. Accommodates disability-related needs;</li> <li>2. Reflects the principles of dignity and independence; and/or</li> <li>3. Seeks to provide integrated services</li> </ul>			

(e)*	Are there feedback mechanisms in place to ensure monitoring and ongoing evaluation of accessibility issues?			
(f)*	Has consideration been given to how changes proposed in this report may create barriers for seniors and people with disabilities and how they may be prevented (include assumptions, risks, uncertainty and flexibility)?			
(g)*	Has advice been sought from all relevant stakeholders, to ensure that accessibility concerns have been included?			
(h)*	Do cost estimates and financial comments reflect the need to integrate the accessibility features and criteria in accordance with provincial legislation such as the <a href="#">OBC</a> and the <a href="#">AODA</a> ?			
(i)*	Does the report being proposed result in sustainable improvements from the standpoint of people with disabilities and seniors (consider the policy support, appropriate technology, or management capacity)?			

## B: General Accessibility Impacts Checklist

The detailed checklist below is designed to help report authors identify areas that can be used to complete the Accessibility Impacts section of the report template. The checklist is designed

to help you identify areas that can be expanded upon to complete this section. Complete this checklist, then simply describe in more detail those areas you have indicated as relevant to the program, policy or operational change contained in your report (items marked as yes below).

		YES	NO	Comments
(a)	Does the subject matter of the report affect people with disabilities or seniors?			
(b)	Did persons with disabilities participate in the decision-making process for this report?			
(c)*	Has the department followed the City's Accessibility Policy ?			
(d)*	Are there legislative requirements under the AODA that are required in this report?			
(e)	Has staff consulted with their departmental representative of the corporate interdepartmental Accessibility Working Group for feedback?			
(f)	Have resources been allocated to improve accessibility for the accessibility actions identified in this report?			
(g)	Have monitoring and evaluation arrangements, sensitive to accessibility issues, been integrated into the planning process, or operations?			

(h)*	Has staff included accessible features and criteria in the procurement process per section 5 of the <a href="#">Integrated Accessibility Standard (O.Reg 191/11)</a> under the AODA?			
(i)	Does the content in this report include the provision of physical access to public buildings, facilities or infrastructure?			
(j)	Does the content of this report require training to broaden staff understanding of issues concerning persons with disabilities and seniors?			
(k)	Has staff put in place a system for considering the operational identification of barriers to accessibility?			
(l)	Is there an action plan and budget provided to prevent barriers and increase accessibility?			
(m)*	Are all the documents and communication materials written in plain language and available in an accessible format?			
(n)*	Does the web content about the initiative comply with <a href="#">WCAG 2.0 Level AA</a> ?			
(o)	Has staff accounted for the possible impacts of this initiative or decision on persons with agility, mobility,			

mental/cognitive, hearing, speech and visual disabilities?			
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**C: Accessible Formats and Communication Supports**

All report authors need to consider how their report will be communicated to the public. For this reason you should consider reviewing the next section on accessible formats and communications supports below and include in your report how you are meeting your legislative requirements.

**Definitions:**

**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.

**Plain Language:** clear, straightforward expression, using only as many words as are necessary. It is language that avoids obscurity, inflated vocabulary and convoluted sentence construction. Writers of plain language let their audience concentrate on the message instead of being distracted by complicated language. They make sure that their audience understands the message easily.

**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

		YES	NO	Comments
(a)*	Will the communication material produced to promote this report be in accessible electronic formats of HTML, accessible PDF and Word?			
(b)	Are there accessible feedback mechanisms and tools associated with this report?			
(c)*	Does the report involve public outreach, communications or			

	<p>advertising? If yes, has staff considered accessible formats including, but not limited to:</p> <ul style="list-style-type: none"> <li>• Large Font Text;</li> <li>• Electronic Text;</li> <li>• Braille;</li> <li>• Accessible audio formats;</li> <li>• Reading the written information aloud to the person directly;</li> <li>• Accessible Font Type selection;</li> <li>• Text transcripts of visual and audio information;</li> <li>• Captioning or audio description;</li> <li>• Assistive listening systems;</li> <li>• Augmentative and alternative communication methods and strategies such as the use of letter, word or picture boards and devices that speak out messages;</li> <li>• Sign language interpretation; and,</li> <li>• Repeating, clarifying, or restating information?</li> </ul>			
(d)*	Will the online roll out of this report			



	<p>comply with <a href="#">AODA standards for websites</a> (World Wide Web Consortium Web Content Accessibility Guidelines (WCAG 2.0) level AA compliancy) under the Integrated Accessibility Standard Regulation (O.Reg 191/11)?</p>			
(e)*	<p>Will the roll out of this report comply with <a href="#">AODA standards for communication supports</a> under the Integrated Accessibility Standard Regulation (O.Reg 191/11) under the AODA?</p>			
(f)	<p>Has the department consulted with individuals requesting an accessible format or communication support to determine their accessibility needs?</p>			
(g)*	<p>Is a fee associated with the cost of providing accessible documentation—a <a href="#">cost that is no more than the regular cost charged to other persons?</a></p>			
(h)*	<p>Organizations are required to notify the public about the availability of accessible formats and communication supports. Is the information for this program, facility or policy posted on the premises, such as on bulletin boards in public areas, on the City of Ottawa website in an accessible format or through other reasonable methods</p>			

(i)*	Do departmental materials such as written reports, posters and brochures follow the <a href="#">Clear Print Guidelines</a> (considering including high contrast text, clear, light coloured lettering or symbols on a dark background, or dark characters on a light background)?			
(j)*	Has staff used plain language when developing the communications material supporting the implementation of this report?			
(k)*	Do signage and information systems show the International Symbol of Accessibility where applicable?			
(l)	Does the 3-1-1 Call Centre, OC Transpo Information, Service Ottawa or other City call centres need to be made aware of the proposed changes outlined in the report?			
(m)	Should initiatives from this report be featured on the Accessibility pages of <a href="#">ottawa.ca</a> in the “What’s New” section?			

## D: Built Environment

If your report involves any facilities, planning, built environment, maintenance or construction related issues ask yourself the following question:

	YES	NO	Comments

(a)	Is the proposed facility or infrastructure, or change to an existing facility or infrastructure, barrier-free?			
(b)	Can customer service desks be accessed by persons using a mobility device?			
(c)*	Do ramps in the facility comply with the <a href="#">Ontario Building Code</a> (Barrier Free Design section 3.8)?			
(d)	Are there any public information systems, auditory signals or way finding for seniors and persons who have visual impairments to move around safely and independently?			
(e)	Has staff complied with the <a href="#">City of Ottawa Accessibility Design Standards</a> ?			
(f)*	Are there sufficient public information systems and visual signals for seniors and persons who are hearing impaired to move around safely and independently in the facility?			
(g)*	Have building code specifications and City guidelines concerning accessibility been fulfilled?			
(h)*	Have accessibility features been incorporated when designing, procuring as per s. 5 of the <a href="#">Integrated Accessibility Standard Regulation</a>			

	(O.Reg 191/11) under the Accessibility for Ontarians with Disabilities Act (AODA)?			
(i)*	Are elevators and/or ramps incorporated to provide an accessible route of travel to all floors?			
(j)	Are entrances accessible to people using wheelchairs or scooters?			
(k)	Are mats securely positioned and level with the floor and are door thresholds bevelled so they do not create a tripping hazard?			
(l)*	Are elevator doorways wide enough and stay open long enough to allow persons using wheelchairs to pass through easily?			
(m)*	Will accessible entrances be clearly marked with the International Symbol of Accessibility?			
(n)	Are building and route signage provided in large, high contrast lettering?			
(o)	Within buildings are accessible routes marked by bright colour or textural changes at floor level, to provide directional cues for people with vision disabilities?			
(p)*	Are the following washroom features available (placed at appropriate			

	<p>height and location) for people with a wide range of disabilities:</p> <ul style="list-style-type: none"> <li>• grab bars</li> <li>• coat hooks</li> <li>• flush controls</li> <li>• toilet seat</li> <li>• automatic door openers</li> <li>• toilet swing bars</li> <li>• wash basins</li> <li>• toilet paper dispenser</li> <li>• call button for emergencies</li> <li>• mounted automatic hand-dryers or paper towel holders</li> <li>• lever-handled faucets or automatic faucet</li> </ul>			
(q)	Does the municipal project or infrastructure address accessibility issues during the construction phase?			
(r)	Has consideration been given to service/ guide dogs (comfort stations, water)?			
(s)	Have accessibility features been intergraded into the planning process for this project and have agreements been established to ensure inclusion of these features into the construction			

phase?			
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Interior and Exterior Access for Pedestrians with Disabilities

		YES	NO	Comments
(a)	Can mobility device users and other pedestrians with disabilities easily use the facility?			
(b)*	Can exterior routes, footpaths and pavements surrounding the public building be planned to be used easily and safely by persons with mobility devices?			
(c)	Are there audible traffic signals planned for installation at pedestrian crossings for the safety of people with visual impairments?			
(d)	Have depressed curbs and tactile indicators been planned for installation at pedestrian crossings or at the entry way to City facilities?			
(e)	Are those depressed curbs practical and safe for persons who are blind as well as those who use wheelchair or mobility devices?			
(f)*	Are there <a href="#">sufficient parking spaces</a> and/or passenger loading areas designated for vehicles driven by or carrying persons with disabilities?			
(g)	Are there safe, clearly marked,			

	accessible pedestrian route from the designated parking area to an accessible building entrance or elevator lobby?			
(h)*	Have you reviewed the <a href="#">relevant City By-law</a> , and regulation to ensure the provision of ample accessible parking space?*			
(i)	Are curb cuts or ramps wide enough for wheelchairs and scooters, is there a non-slip finish and is this area kept clear of snow and ice in winter weather?			
(j)	Are there clear routes of travel that are not obstructed by poles, plants, bicycle racks, etc.?			
(k)	When planning the construction phase of this project has staff considered potential impacts on persons with disabilities?			

\*\*Please note that there is **no expectation** to respond affirmatively to **all** of the questions identified in the Before Your Begin Tool or the Accessibility Checklist. The questions are simply meant to help report authors identify how the content of your report fits into current legislative requirements and to help authors complete the Accessibility Impacts section of the report template. The Corporate Accessibility Office is available as a resource to provide additional information and assistance as required.

## E: Employment

If your report is dealing with employment standards, practices or policies ask yourself:

		YES	NO	Comments
(a)	Is information freely available on employment opportunities?			
(b)	Is reasonable <a href="#">accommodation</a> (services and physical adaptations) provided for persons with disabilities?			
(c)*	Has staff notified employees and the public about the availability of accommodation for applicants with disabilities in your recruitment processes?			
(d)	Are there provisions in place to facilitate the integration of individuals into the workplace with special needs?			
(e)*	Has staff consulted the <a href="#">AODA Employment Standards</a> to ensure compliance?			
(f)	Do staff advise applicants about where they are in the application process?			
(g)	Are community job training and placement programs available for, and accessible by, persons with disabilities?			
(h)*	Has staff taken into account the accessibility needs of employees with disabilities in career development?			



(i)*	Are applicants informed that accommodation for people with disabilities is available on request for interviews and other selection processes?			
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**F: Transportation**

If your report involves any changes to taxi or transit operations, vehicles, transportation planning, route, service changes, or fare policy you may want to ask yourself:

**Conventional and Specialized Transportation**

		YES	NO	Comments
(a)	Do the accessibility features on proposed transit vehicles meet current legislative requirements?			
(b)	Are the proposed transit services and programs accessible to persons with disabilities?			
(c)	Do the proposed changes to transit services have a potentially greater impact on seniors and persons with disabilities?			
(d)*	Is the proposed transit facility or the facility retrofit being done in a manner consistent with <a href="#">Building Code</a> specifications and <a href="#">City of Ottawa Accessibility Design Standards</a> ?			
(e)	Does the proposed transit technology change impact accessibility?			

(f)	Do the proposed changes to transit service area, level of service, fare structure and hours of operation result in adequate service to seniors and persons with disabilities?			
(g)	Is transit information on the proposed changes available and accessible to seniors and persons with disabilities?			

**Taxis**

		YES	NO	Comments
(a)*	Do the accessibility features on taxis meet current <a href="#">legislative requirements</a> ?			
(b)*	Has staff consulted the <a href="#">AODA</a> for compliance?			
(c)*	Is the information regarding changes in service communicated in an accessible format?			

**Transportation Information**

		YES	NO	Comments
(a)*	Is information on the proposed changes available and accessible to seniors and persons with disabilities?			
(b)*	Is the signage proposed accessible to people with low vision and other communication-based disabilities, and done in a manner consistent with <a href="#">City of Ottawa Accessibility Design</a>			

[Standards?](#)

This document is available in an accessible format upon request.

## **Appendix A: Template Responses**

### **B: General Accessibility Impacts Checklist**

After reviewing the General Accessibility Impacts Checklist, the report author may be able to insert a comment such as:

- The communications products noted in the report will be made available in accessible formats.
- This initiative will remove or prevent the following barriers to accessibility....
- The content of this report does not negatively affect people with disabilities or seniors.
- The programming for this facility includes accessibility training to facilitate a broad range of participation – including individuals with mobility, cognitive, hearing and visual disabilities and will accommodate persons who use an assistance device or require assistance of a guide/ service animal or support person.
- The design of this initiative has considered the following accessibility features and criteria (access, hearing, visual, mobility and cognitive disability). The following actions have been identified to prevent barriers and increase accessibility as a result of this initiative:
  - Communications products and wayfinding has been developed for the construction phase of this project so that an accessible clear path of travel can be maintained during construction;
  - Accessible features and criteria has been included in the procurement process and tender requirements for this project;
  - The planning and design for this project is in compliance with the [City of Ottawa Accessibility Design Standards](#);
  - The web content for this project has been developed in accordance with [WCAG 2.0 Level AA](#).

### **C: Accessible Formats and Communication Supports**

After reviewing the communications checklist, the author would then be able to insert a comment like:

- The communications products noted in the report will be made available in accessible formats;
- With respect to the communications products noted in the report, staff will ensure the products comply with the AODA standards for communications supports;

- The web content for this project has been developed in accordance with [WCAG 2.0 Level AA](#);
- Signage for this project has been developed using plain language, large high contrast text, clear, light-coloured lettering or symbols on a dark background;
- All events associated with this project will be in accordance with the City of Ottawa Accessible Event Guide (section 9).

## **D: Built Environment**

After reviewing the Built Environment Checklist, the author would then be able to insert a general comment like:

- This project is designed to comply with the [Ontario Building Code](#) and in accordance with the [City of Ottawa Accessibility Design Standards](#).
- Specific accessibility features planned for this facility include, but are not limited to
  1. Barrier-free path of travel to entrances;
  2. Automatic doors;
  3. Signage available in symbol form and way-finding signage that is accessible;
  4. Wide and easy to approach washroom doors;
  5. Barrier-free sink at accessible heights with low mounted mirrors;
  6. Accessible toilet heights throughout the facility;
  7. Accessible interior building environment features (including flat non-slope seating area for wheelchairs, public phones mounted at an accessible height, accessible drinking fountains etc.);
  8. Elevator dimension allow turning radius for mobility device and buttons and emergency controls are mounted at accessible height;
  9. Ramps built to accessible standards with strong colour contrast and tactile surfacing on all ramp landings;
  10. Handrails installed on both sides of stairwell/ramps with returns;
  11. Installation of auditory and visual fire and emergency alarms;
- Accessible parking for this facility is in accordance with City of Ottawa By-law.

- Accessibility features have been incorporated when designing, procuring as per s. 5 of the [Integrated Accessibility Standard Regulation](#) (O.Reg 191/11) under the Accessibility for Ontarians with Disabilities Act (AODA).

- It has been assessed and this project does not create physical barriers for people with disabilities.

## **E: Employment**

After reviewing the Employment Section of the Checklist the author would then be able to insert a general comment like:

- Communication of the policies and procedures described in this report will be available in an accessible format;

- The recruitment policy described in this report includes a broad range of job advertisement strategies including: simple accessible large typeface for all ads, web-based listing and radio ads, outreach to local agencies and campus placement offices that support people with disabilities;

- The following workplace accommodations have been incorporated into the rollout of the program described in this report:

1. Voice input or speech recognition aids;
2. TTY telephone service;
3. Computer screen magnifiers.

## **F: Transportation**

After reviewing the Transportation Section of the Checklist the author would then be able to insert a general comment like:

- The proposed transit services and programs described in this report are fully accessible to persons with disabilities.

- The information regarding changes in service will be communicated in an accessible format.

- The proposed transit facility or the facility retrofit described in this report is consistent with [Building Code](#) specifications and [City of Ottawa Accessibility Design Standards](#);

- The proposed transit technology change described in this report will improve the accessibility of all riders including seniors and persons with disabilities by ensuring destination signs are illuminated, have non-glare surfaces and are positioned to minimize glare.

## **Appendix B: List of Resources**

### **References**

[2016-2020 City of Ottawa Municipal Accessibility Plan \(COMAP\)](#)

[City of Ottawa Accessibility Design Standards](#)

[City of Ottawa Accessibility Policy](#)

[Workplace Accommodation Policy](#)

[OC Transpo Accessibility Policy](#)

[Accessible Formats and Communication Supports Procedure](#)

[Accessible Format and Communication Support Request](#)

[City of Ottawa Equity and Diversity Policy](#)

[City of Ottawa Equity and Inclusion Lens](#)

[Web Accessibility Policy](#)

[CNIB Clear Print Guidelines](#)

### **Legislative and Administrative Authorities**

[Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11](#)

[Integrated Accessibility Standards Regulation, O. Reg. 191/11](#)

[Human Rights Code, R.S.O. 1990, c. H.19](#)

[Canadian Human Rights Act \(R.S., 1985, c.H-6\)](#)

[Highway Traffic Act, R.R.O. 1990, Reg. 629/07](#)

[Ontario Ministry for Seniors and Accessibility](#)

[Ontario Building Code](#)

## Appendix C: Background Development of the Tool

The AODA **requires** the City, as well as businesses and organizations such as community agencies, hospitals and schools, to follow accessibility standards.

The Accessibility Standards for Customer Service was the first regulation passed under the AODA (Regulation 429/07). As a result of this legislation, the City has trained over 91 percent of its staff and 100 percent of its volunteers. Questions about training can be directed to the [Accessibility Office](#).

Over time, the five Standards of the AODA: Customer Service, Information and Communications, the Design of Public Spaces, Employment and Transportation – have been combined under one regulation; the [Integrated Accessibility Standards Regulation \(Regulation 191-11\)](#). Regulation 191-11 is **now law** and requirements have been phased in across Ontario.

On October 13, 2011 Council, approved [motion FEDCO 10/1](#) that:

*Staff be directed to immediately include a section called “Accessibility Impacts” in all reports to Committee and Council that would describe all actions taken to ensure that staff review proposed projects, prior to Council approval, for any potential positive or negative impact on People with Disabilities and seniors; and,*

*That by the end of 2011, the Accessibility Office staff work with the Accessibility Advisory Committee to develop an “Accessibility Impacts Checklist” to assist staff when writing committee reports to determine the impact of their work on People with Disabilities. This is to be accomplished within existing budgets.*

The City also wishes to maximize the participation of seniors and persons with disabilities so that they can fully participate and contribute to the success of any program, facility or legislative change.

While it is relatively easy to recognize and meet the needs of people with clearly identifiable mobility limitations such as those who use wheelchairs or other mobility aids, it is more difficult to understand and implement solutions that also consider the needs of people with vision or hearing disabilities, or who have invisible disabilities such as cognitive impairments.