

Corporate Process for Consulting with the Accessibility Advisory Committee

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Application

This process applies to City employees who have a requirement to consult with the Accessibility Advisory Committee (AAC) or who wish to consult with and/or obtain feedback from the AAC.

AAC's [mandate](#) is to fulfill its duties outlined in the [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#) and provide advice to Council on programs, policies and services for persons with disabilities and seniors.

This process does not replace the additional community consultation requirements with people with disabilities, caregivers, and others as required by the Province of Ontario's [Integrated Accessibility Standards Regulation \(IASR\)](#).

Consultations pertaining to site plans are addressed through separate processes and are exempt from this process. For more information, see the Infrastructure Services (IS) [Legislative Responsibilities](#) and [ISD Strategy to Fulfill Requirements of IASR of the AODA](#) documents in the [IS Project Delivery Manual](#).

For projects in the built environment, a review performed by the AAC does not constitute a technical review by a professional Accessibility Consultant. It is expected that an accessibility lens is applied through all stages of a project. For complex projects, this should include consultation with an appropriate accessibility expert(s) as part of the project team.

Process Description

The following steps summarize this Process:

1. [Determine if there is a duty to consult](#)
2. If there is no duty to consult, determine if consultation with the AAC would benefit the project
3. Complete and submit the [Consultation Request Form](#)
4. [Submit accessible presentation materials](#)
5. Conduct consultation [at an AAC Meeting](#) or [by email](#)
6. [Submit Outcomes form](#), [report back](#) and [apply feedback](#)

Determine if there is a legislative duty to consult

To consult with AAC, staff are required to fill out the [Consultation Request Form](#).

Consultation with the AAC is required for:

- Projects that have a legislative [duty to consult](#) with the AAC,
- Items on the AAC's [Workplan](#), which aligns with Council Strategic Priorities, including the City's Master plans.

Staff may also consider consulting with the AAC on:

- City-wide services, policies, and programs,
- Projects that have a large impact on the community of people with disabilities and older adults; and
- Projects of political significance, that may be of heightened sensitivity to Council due to community interest and feedback.

AAC Consultation may take place via email, at a scheduled meeting, working group, or a special meeting. This is determined by the department in consultation with the Committee Coordinator and AAC Chair, based on:

- Depth of consultation required,
- Time sensitivity,
- Staff/committee availability, and
- Other considerations.

Departmental Responsibilities

All information provided to the AAC shall be accessible, in keeping with the instructions in Appendix A.

Documents shall be available in both official languages, as required by the City's [Bilingualism Policy](#), except in the exceptional circumstances outlined in the [Delivering Services in French to Residents and Staff manual](#).

Staff shall provide AAC a timeline for feedback. If feedback is not provided by the AAC within that time, it shall be deemed that the Committee has no comments on the project, and that the project has fulfilled its consultation requirements.

Office of the City Clerk Responsibilities

The Office of the City Clerk shall be responsible for:

- Implementing this process;
- Educating staff on this process, including the duty to consult;
- Supporting departments to apply an accessibility lens to presentations and other materials submitted to the AAC; and
- Reporting the annual work of the AAC within the City of Ottawa Municipal Accessibility Plan.

Consulting at an AAC Meeting

When presenting at an AAC meeting, project leads are responsible for emailing all relevant materials to the Committee Coordinator by the Thursday prior to the meeting.

By Email

When consulting with AAC by email, project leads shall provide the committee with no less than 10 business days to review the material and provide feedback.

If a request providing less than 10 business days is received by the Committee Coordinator, the department shall provide the reason it is urgent. The Chair and Committee Coordinator will discuss these instances and determine if feedback can be provided, based on the urgency and the AAC's capacity.

Reporting Back to the AAC

Staff who consult with AAC, shall determine if AAC requires them to report back to the committee on how their feedback informed the outcomes of their project. If AAC requests a follow up on outcomes, staff shall provide the outcomes within one month or at a date otherwise provided by staff to the AAC during consultation.

Outcomes can be provided using the [AAC Feedback Outcomes Form](#). For large projects, a follow-up presentation may be required. Outcomes should include how the project has increased or enhanced accessibility of City programs, policies, services and facilities.

A summary of the consultation, including, but not limited to, AAC motions, must be included in the Accessibility Impacts section of all Committee and Council reports, as per [FEDCO Motion 10/1](#).

Application of Feedback

Feedback received from AAC should be given consideration and be implemented when practicable. Where accessibility feedback is not incorporated, staff shall provide an explanation to the AAC.

Monitoring/Contraventions

Under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), the City is required to submit an annual report to Council and a bi-annual compliance report to the Province.

The Office of the City Clerk shall monitor the implementation of this process. It is the responsibility of each department to consult with the AAC, as required, and monitor their own progress in meeting legislated accessibility requirements under the AODA.

Failure to comply may result in complaints filed with the Ontario Human Rights Commission. Offences under AODA may result in the corporation receiving a [monetary penalty](#) and may also result in re-training and/or disciplinary action.

References

Legislative and Administrative Authorities

[Accessibility for Ontarians with Disabilities Act, 2005](#)

[Integrated Accessibility Standards Regulation](#)

Responsibilities

Departments are responsible to ensure that they adhere to this Process, as supported by the Committee Coordinator and the Accessibility Office.

Definitions

Accessibility Advisory Committee (AAC) – A committee of residents with disabilities appointed by Council to:

- (a) 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.

Site Plans - Site plans and drawings described in section 41 of the [*Planning Act*](#).

Keyword Search

Accessibility Advisory Committee

Accessibility for Ontarians with Disabilities Act

Duty to Consult

Consultation

Enquiries

For further information on this Process, contact:

Coordinator, Standing Committee

Committee and Council Services, Office of the City Clerk

CaroleA.Legault@ottawa.ca

Accessibility Office

Legislative Services, Office of the City Clerk

accessibilityoffice@ottawa.ca

Appendix A – Accessibility of Documents Used in Consultation with AAC

Please follow the instructions below to make various document types accessible.

Email

In your email, select “review” then Select “Check Accessibility”. For more information access the Microsoft [“Make your outlook email accessible to people with disabilities”](#).

Accessible Word Documents

Use the accessible word template (*insert link) then follow the [City of Ottawa Style Guide for Electronic \(Template-based\) Documents](#). To assist in creating an accessible document, please consult the [City of Ottawa Step-by-Step Guide to Creating Accessible Word Documents](#). Finally, use the Word accessibility checker by selecting “check accessibility” under the review tab on the top ribbon to verify your document.

PowerPoint Presentations

Departments who provide a PowerPoint presentation must provide the equivalent information, in a word descriptive transcript of the info contained in the PowerPoint.

Instructions:

1. Select “view”
2. Select “Outline view”
3. Copy content from all slides contained in left panel
4. Paste into a word document using the clipboard with the capital A on it (keep text only).
5. Format the word document using the [City of Ottawa Style Guide for Electronic \(Template-based\) Documents](#).

Note: Ensure information contained in graphs and images are described in the alt text to represent the equivalent information provided visually.

If you do not use the Accessible AAC Template (*insert link) and follow the Microsoft [“Make your PowerPoint presentations accessible to people with disabilities”](#) guide, ensure the information contained in the PowerPoint template is covered in your presentation:

- Project Purpose

- Timeline
- Other consultations, if applicable
- How is the project team considering people with disabilities and incorporating accessibility into the project?
- Does it create or remove accessibility barriers?
- Is this project meeting all AODA Standards? (If yes, which ones? If not which ones and why?)
- What is department seeking feedback on, specifically asking for, or needing from the AAC?

Site Plans and Drawings

If a site plan or drawing is provided and cannot be made accessible provide:

- A written description of the neighbourhood and environment,
- A link to Google maps,
- A description of what is in the site plan, and
- A clear question to the AAC must be provided.

E.g.:

This park is located at the corner of street A and B. It is in a new rural subdivision. The park is designed to meet the requirements of the AODA, DOPS, and ADS. It includes 1 accessible swing (there are 6 swings in all), an accessible platform with logic games on it, a ramp to the slide and appropriate accessible mulch as ground cover under the park features. We are asking the AAC feedback on the adequacy of accessible features in this park.

Other

If other types of documents are required for the consultation, please email accessibilityoffice@ottawa.ca.