



## Integrated Accessibility Standards Regulation For Volunteers

The City of North Bay is committed to providing equal treatment to people with disabilities regarding the use and benefit of City services, programs, goods and facilities in a manner that respects their dignity and is equitable in relation to the broader public.

If you require further explanation or assistance with the training material below, please contact your immediate Supervisor at 474-0400.

The goal of the Accessibility for Ontarians with Disabilities Act (AODA) is to make Ontario accessible for people with disabilities by January 1, 2025. Ontario has developed mandatory, province-wide standards to achieve this goal and to improve accessibility with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises. The standards are:

- ✓ **Customer Service** - Accessible Customer Service
- ✓ **Integrated Accessibility Standards Regulation:**
  - **Information and Communications –**  
Provide information & communication (websites, brochures, flyers, invoices, order forms)
  - **Employment –**  
Recruitment, assessment, selection and retention

➤ **Transportation** –

Accessible Transit (accessible buses, platforms, and taxis)

✓ **Built Environment** - Physical and architectural environment

➤ Design of Public Spaces

The legislation identifies that volunteers must be trained on the regulation as well as the Human Rights Code as it relates to people who have disabilities.

There are two (2) main components of this training.

- 1) Please complete the on-line training located at [Training For An Accessible Ontario](#). You may complete all sections; however, at a minimum complete:
  - General Requirements
  - Information & Communication
  - Design of Public Spaces
- 2) Review the Integrated Accessibility Standards Policy located at [City of North Bay Website](#)

The Ontario Human Rights Code has superiority over the AODA. Essentially, the Human Rights Code guides the principles under the AODA. As you go through each training component, keep the following principles in mind.

**The Human Rights Code recognizes:**

- **Equal rights and opportunities**, and **freedom from discrimination** for everyone
- **Dignity** and **worth** of every person in Ontario
- The Code **prohibits discrimination** in employment on the grounds of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or **disability**.

## Integrated Accessibility Standards Participants Guide

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When you have completed each of the training components, please answer the attached questions and return to your immediate supervisor.

### References

Accessibility Experts Ltd. (2013). Integrated Accessibility Standards Regulation Training.

[Training For An Accessible Ontario](#)

Corporation of the City of North Bay Accessibility Policy-Integrated Accessibility Standard Council Resolution 2012-680 [City of North Bay Website](#)

## Integrated Accessibility Standards Participants Guide

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**TRUE or FALSE** Please select the correct answer:

True  False  The goal of the AODA (Accessibility for Ontarians with Disabilities Act, 2005) is to make Ontario accessible to people with disabilities by 2025.

True  False  The Information and Communication Standard is **not** under the Accessibility for Ontarians with Disabilities Act.

True  False  The Human Rights Code does **not** guide the principles of the AODA.

True  False  The design of public spaces sets requirements for the physical environment to make it easier for people with disabilities to move through, use and enjoy what our community has to offer.

True  False  Feedback regarding accessibility can be provided through the Office of the City Clerk.

True  False  Signage is **not** important for accessibility.

True  False  As the population ages the number of people who have disabilities will increase.

An example of an alternative format for communication is

\_\_\_\_\_

What is one barrier to accessibility? \_\_\_\_\_

I have read and understood this training module regarding the Integrated Accessibility Standards Regulation.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Please return this page to the Human Resources Department.**