


HUMAN RESOURCES POLICY AND PROCEDURE MANUAL			
Section:	Six: Integrated Accessibility Standards Regulation (O.Reg 191/11) Accessibility Standards For Customer Service	Policy No:	HRM-6.1
Approved by:	Carole Beauvais, CEO	Date of Issue:	November 2011
Signature:		Date of Approval:	October 2016
Revision Date:	October 2013; June 2014, June 2015		
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External References:	AODA 2005		
This Policy Applies to: All Employees, and Stakeholders			
Policy Name:	OVERVIEW OF ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 AND THE INTEGRATED ACCESSIBILITY STANDARDS REGULATION (O.REG.191/11) , AND DEFINITIONS		

1.0 POLICY

Nucleus is committed to creating an environment that is accessible to all persons and that treats all members of the community with respect and dignity. As such, and in keeping with the Integrated Accessibility Standards Regulation (O.Reg 191/11) of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Ontario Human Rights Code, Nucleus will strive to continuously improve the way in which we recognize and meet the needs of individuals with disabilities in our community, so that they may benefit from improved access to our services.

2.0 PURPOSE

To explain the definitions of the Act.

3.0 PROCEDURE OR GUIDELINES

Definitions

Disability

The term "disability" is defined as follows in the Ontario Human Rights Code, R.S.O. 1990, and c.H.19, as amended from time to time.

- 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,
- A condition of mental impairment or a developmental disability, learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- A mental disorder, or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

Integrated Accessibility Standards Regulation (IASR)

The AODA has mandated accessibility standards to remove barriers in important areas of everyday living for persons with disability. The vision behind the act is to achieve accessibility for Ontarians with disability by 2025. Previous accessibility standards, including the first standard, (The Customer Service standard) are now part of one regulation: the Integrated Accessibility Standards Regulation. (O.Reg. 191/11). This regulation includes the previous standards outlining transportation, information, communication, employment and the built environment obligations.

Client, Customer

A person who inquires about our services, accesses our services, or does business with us

Barrier

Anything that prevents a person with disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, an economic barrier, a policy or practice

Assistive Device

Any devices that persons bring with them such as white canes, walkers, vision aids such as binocular or monocular, magnifiers or oxygen tanks

Assistive Communication Devices

Aids or software used to help persons with disability communicate. Examples of assistive communications devices are text readers, amplifiers, screen magnifiers, captioning and interpretation

Service Animal

An animal is qualified to be a service animal:

- If it is readily apparent the animal is used by the person for reasons relating to his or her disability; or

- The person provides a letter from a regulated health care professional, confirming the person requires the animal for reasons relating to the disability

4.0 RESPONSIBILITY

Human Resources

5.0 CORRESPONDING/RELATED POLICES/FORMS/APPENDICES

Operating Procedures for the Integrated Accessibility Standards Regulation, 6.3

Accessibility Plan

Accessibility Accommodation Request Chart