



City of
Peterborough

To: Members of the Accessibility Advisory Committee

From: Trish Reed, Accessibility and Communication Specialist

Meeting Date: September 7, 2016

Subject: Report AAC16-046
Accessibility Legislation Changes

Purpose

A report to update the Accessibility Advisory Committee on recent accessibility legislation changes.

Recommendation

That the Accessibility Advisory Committee approve the recommendation outlined in Report AAC16-046 dated September 7, 2016, of the Accessibility and Communication Specialist as follows:

That Report AAC16-046 with respect to recent accessibility legislation changes be received for information.

Budget and Financial Implications

There are no budgetary or financial implications associated with the recommendation.

Background

Changes to the Customer Service Standard under the Accessibility for Ontarians with Disabilities Act came into effect on July 1, 2016.

As a result of these changes:

- All employees (including volunteers, interns, students, etc.) must be trained on accessible customer service.
- More types of regulated health professionals can provide documentation of a need for a service animal.
- More specific information is provided to clarify that an organization can only require a support person to accompany someone with a disability for the purposes of health or safety and in consultation with the person. If it's determined a support person is required, the fee or fare (if applicable) for the support person must be waived.
- All accessibility standards – including the accessible customer service standard – are now part of one Integrated Accessibility Standard. This means that the requirements are now better aligned to make it easier for organizations to understand their obligations.
- Private sector and non-profit organizations with 20-49 employees no longer need to document policies (does not remove compliance or reporting requirements).

All organizations in Ontario with one or more employees must comply with the changes effective July 1, 2016.

Submitted by,

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Accessibility and Communication Specialist

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