
MULTIPLE DISTRICT 'A' LIONS CLUB



ACCESSIBILITY COMMITTEE DISTRICT CHAIRPERSON'S E-BOOK



*This Document has been created by the Multiple District 'A' Accessibility Committee
and will be revised as needed.*

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Multiple District 'A' Lions Club

THE ROLE OF THE ACCESSIBILITY COMMITTEE?

The Multiple District 'A' Accessibility Committee is tasked with reviewing each of our District Club's facilities to ensure that our facilities and meeting procedures truly are inclusive and follow the guidelines given by the Government of Ontario, and by the Accessibility for Ontarians with Disabilities Act (otherwise known as the AODA). We will continue to produce information for the MD 'A' Lions to bring awareness of accessibility issues, which fellow members with disabilities, residents of our community, and/or future Lions from within our communities, may encounter in our clubs and meetings.

We, as a committee, will encourage those Lions Club members with disabilities, to enjoy a productive and enjoyable membership experience as an active Lions Club member. We will also encourage and assist members and leadership who are not affected directly by a visible or non-visible disability, to understand and prepare to fully embrace members who are.

The Government of Ontario produced a document identified as "Accessibility for Ontarians with Disabilities Act," 2005. It details the development, implementation, and enforcement of accessibility standards to achieve accessibility for Ontarians with disabilities in respect to goods, services, facilities, accommodation, employment, buildings, structures, and premises. The purpose is to improve accessibility for Ontarians, with a medical or physical disability, to all public establishments by January 1, 2025. The Province of Ontario started this Act back in the year 2005.

ONE OF THE MAIN PURPOSES OF THE "ACCESSIBILITY AWARENESS COMMITTEE", IS TO ENSURE THAT ALL 10 DISTRICTS IN MULTIPLE DISTRICT 'A' ARE FULLY ACCESSIBLE BY THE STANDARDS OF THE "ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT", BY THE DEADLINE DATE OF JANUARY 2025.

Multiple District 'A' Approved the Accessibility Logo.



OUR APPROACH

“The mission of the Accessibility committee is to promote lionism by ensuring that it is accessible to everyone by removing barriers for those who face visible and non-visible challenges and by creating a culture of inclusion and acceptance”.

Multiple District ‘A’ will first develop a strategic plan to ensure that all 10 Districts are aware of the requirements to meet the goals of the provincial legislation. Our goal is to create a 4-year plan in the form of a living document. This allows for a template, as guidance, and ensures we can adjust and accommodate with the flexibility, any new initiatives, latest information, and potential challenges present.

The Multiple District ‘A’ Accessibility Committee will continually provide the District Chairpersons and their Committees, with information that will assist them in bringing awareness to Accessibility and Disability issues to the forefront of Lionism, showing our Lions Club members that we are truly inclusive.

As we Lions go forward, we need to include our fellow Lions with Disabilities.

Remember Accessibility Creates Diversity.

THE ACCESSIBLE LION

Lions and Lioness Lions are dedicated to serve people in need in their own communities and worldwide. Many of our service activities focus on helping those in need, and those who live with a disability. Many of our members have dedicated themselves to assisting others because of personal experiences, involving family, friends, or themselves. Because of this compassion, and through the service activities of all Lions Clubs, many people around the world can lead productive and fulfilling lives despite their disability. For decades, Lions Clubs have been serving those who need some assistance in leading productive and independent lives. Today, governments around the world are beginning to understand that if we remove physical barriers to people with disabilities, they too can lead productive fulfilling lives. As Lions, we are going the extra step to review our practices, meeting processes and facilities. This will show our Lions Club members that we are truly inclusive and encourage those with disabilities to enjoy a productive and enjoyable membership experience as a Lion. Remember that Accessibility creates Diversity.

Disability impacts the lives of many Ontarians, and the number of people with identified disabilities is increasing. Statistics show that an estimated 15.5% of Ontarians have a disability, and that number is growing as people age. Estimates reveal that 93% of people with disabilities do not use a wheelchair and 96% of people with chronic medical conditions live with an illness that is non-visible. 1 in 5 Canadians live with hearing loss, and 47% of Canadians are over the age of 60 years old of age. In Canada, it is estimated that more than 800,000 people are blind or partially sighted.

DISABILITIES

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) covers temporary, short-term, long-term, and permanent disabilities under the following 8 categories:

Types of Disabilities

1. Vision loss

- Vision loss may be total or partial and can result due to congenital factors or a disease such as: Macular Degeneration, Cataracts, Myopia or Astigmatism to name a few.
- A blind person often uses a white cane and may be accompanied by a support person or a Service Dog.

2. Hearing Loss

- People with hearing loss may be deaf (unable to hear anything), or partially deaf, and may fall into one of the following categories: Deafened (born with hearing but have subsequently lost the ability to hear); Oral deaf individuals who were either born deaf or who lost their hearing before learning to speak; Persons with a loss of hearing, who use their own residual hearing and speech when communicating.
- People with hearing loss often wear hearing-aids or use forms of Pocket-Talkers (microphone and headset devices). They may find a Phone Amplifier useful. People with hearing loss can also use TTY devices (a small keyboard and display), email packages, and of course the American Sign Language, or another accepted alphabet such as Langue des signes Quebécoise (LSQ), to communicate.

3. Deaf-Blind (Combination of hearing and vision loss)

- Approximately 50% of deaf-blind people were born deaf, or with a hearing loss, and then developed blindness as they aged, due to Retinitis Pigmentosa. The causes of deaf blindness can be a trauma at birth, or many of the same factors cited above for either vision or hearing loss.
- Deaf-blind people may use the same types of assistive devices as people with hearing and/or vision loss use.

4. Physical Disabilities

- People with physical disability may find it difficult to sit, stand or move about freely.
- Physical disabilities can be caused by spinal cord injuries, muscular dystrophy, multiple sclerosis, arthritis, cerebral palsy or through the amputation of a limb.
- People with physical disabilities may use wheelchairs, crutches, canes, walkers, scooters, or may need elevators to move between floors of a building.

5. Mental Health Disabilities

- Mental health disabilities impair thinking, feeling, and behaviour. They may interfere with a person's capacity to enjoy relationships or to be productive. Examples include bipolar disorder; periods of alternating euphoria and depression; major depression, a serious illness affecting a person's sleep, appetite, mood, concentration, and social behaviour; schizophrenia, which impairs a person's thinking, management of emotions, decision-making, and his or her relationship to others.
- People with mental health disabilities may need assistance from support people or service dogs, portable listening devices, or portable digital assistants.

6. Intellectual or Developmental Disabilities

- People with intellectual or developmental disabilities may have below-average IQs. They may experience problems communicating, looking after themselves, or being socially adept. Examples of intellectual or developmental disabilities include Down's Syndrome and can be caused by a serious head injury or an infection such as Meningitis.
- People with intellectual or developmental disabilities sometimes make use of assistive devices such as large display calculators, alarm watches, support persons or service dogs, and voice-automated recorders.

7. Learning Disabilities

- Learning disabilities affect a person's ability to understand verbal or non-verbal forms of communication. Non-verbal information can be written, aural (podcasts, for example), or in arithmetic (handling or receiving change, for example).
- Examples of learning disabilities include Dyslexia which interferes with a person's ability to read or understand written words, Dyscalculia, a difficulty with numbers, or Dysgraphia, a difficulty writing words by hand.
- People with learning difficulties sometimes make use of assistive devices such as Optical Character Recognition readers (which read aloud written information), digital dictionaries, calculators that speak the results out loud, and voice-automated recorders.

8. Speech or Language Disabilities

People with speech or language disabilities may have difficulty articulating, may speak softly, or may lack a range of expression. Examples of speech and language disorders include stuttering, repeat groups of letters: an inability to say specific words, and Aphasia, which impairs a person's ability to comprehend written or spoken language.

DESCRIPTION OF DISABILITIES



Vision



Hearing



Mobility



Well Being



Food Restrictions
Food Allergies

Vision

- Losing your sight can be scary but it does not have to limit your ability to live your life. You probably have met a member who is blind or legally blind. Legal blindness is a level of blindness, defined by the law, which limits some activities for safety reasons, such as driving.
- Legal blindness is defined as a visual acuity of 20/200 or has a visual field of 20 degrees or narrower. We equate blindness with darkness, but this is not entirely true. The term blindness covers a broad spectrum of visual disabilities, from sight impairment that impairs activities like cooking, reading, or driving, all the way to complete blindness.
- Let me ask you this, do you wear corrective glasses or contact lens to help while reading or driving? When we talk about Vision Impairment, you do not need to be considered Legally Blind or Blind. Vision Impairment impacts every member in every club. Do you ever have problems reading your Clubs' Minutes, or Treasurer's reports?
- Today an estimated 1.5 million Canadians identify themselves as having Vision Loss. An estimated 5.59 million have an eye disease that could cause sight loss. The Leading causes of Vision Loss in Canada according to CNIB statics are Cataracts, Diabetic Retinopathy, Glaucoma, and Age-Related Macular Degeneration. There is an estimated 500,000 Canadians that are considered Blind.
- There are resources and products for people with vision loss: white canes, talking calculators, adapted mobile phones & tablets, wearables, apps, and innovative digital tools that are game changers in the life of the vision impaired.

Hearing Loss

- Hearing Loss means you have a decreased sensitivity to sounds that one normally hears. If you are having difficulty hearing, you are not alone. Hearing Loss is often called a Non-Visible Disability. People may not see that you have Hearing Loss, but after spending time in conversation, they will realize the impact on your quality of life.
- Living with Hearing Loss is a constant and never-ending challenge. It is important to understand that Hearing Aids are not designed to restore, or repair lost hearing; instead, they use tiny directional microphones with advanced processing to help minimize distracting background noise.

- One in three adults over age 65 has Hearing Loss. Because of the gradual change in hearing, some people are not aware of the change at first. Most often, it affects the ability to hear high-pitched noises such as a phone ringing or beeping of a microwave. The ability to hear low-pitched noises is usually not affected. The Canadian Association of the Deaf estimated that there are 357,000 profoundly deaf and 3.21 million hard of hearing Canadians.

Food Restrictions

- One of the great practices in most Lions clubs is having a meal together. Anybody who works in a restaurant or food business, including caterers, are very aware that food preferences and eating practices are increasingly complicated and diverse. We often have guest speakers or members that have distinct dietary needs and to include them in our organization also means that we need to try and be aware of those needs.
- We have listed those that are more common. This is not meant as comprehensive or as a guide, but to show that when we do meal planning either by ourselves as a club or with a caterer, if you know ahead that there are members or guests who have restrictions, we can accommodate and include them.
- Always ask guests when sending out invitations if anyone attending has any Dietary Restrictions or Food Allergies.

Food Allergies/Intolerances

- **Food Intolerances** arise when the body cannot properly digest certain foods such as Lactose, and Gluten. The best way to avoid symptoms of a food intolerance is to avoid certain foods or eat them less. **Food Allergy** is a medical condition where your immune system mistakenly treats something in a particular food which can be dangerous. Your body reacts to the food (an allergen) by having an allergic reaction. People with severe food allergies and who are aware that they have those allergies often carry epinephrine injection pens with them. Most common food allergies are Peanuts, Shellfish, Wheat, Corn, Tree Nuts, Eggs, and Dairy.
- **Gluten free diet** is a diet that strictly excludes gluten, which is a mixture of proteins found in wheat, as well as barley, rye, and oats. There are lists of foods online that are gluten free.
- **Vegans and Vegetarians** choose not to eat meat. However, **Vegans** are stricter and do not eat Dairy, Eggs, Honey, and other items that derive from animal products. **Vegetarians** consume a range of Fruits, Vegetables, Nuts, Seeds, Grains, Dairy products, Eggs, and Meat Substitutes that derive from these food types.

Please note that Seafood and Poultry are Meat! Please ask and do not make assumptions.

As you may have a new member or guest that will be dining at your Club or Event, it is always a good thing to ask if they have any food allergies

SERVICE DOGS

What is a Service Dog?

Service Dogs are specially trained to support people living with visible and non-visible disabilities to lead meaningful lives, and to participate in an inclusive society.

Types of Service Dogs are for Vision, Hearing, Diabetic Alert, Autism Assistance, Mobility, Seizure Response, and Facility Support.

SERVICE DOG ETIQUETTE

There are several guidelines' people should follow when in presence of a Service Dog to allow the safety of the Dog and its Handler. Disregarding the guidelines can distract the dog, which can create a dangerous situation for the Dog and its Handler.

INDICATIONS THAT THIS IS A SERVICE DOG

- 1. Your first clue will be what the animal is wearing. Service dogs normally sport a vest or other item emblazoned with "Service Dog," "Working Dog" or "Do Not Pet."*
- 2. Your second indication will be the dog's behaviour. Service dogs are calm and focused on their work. They are not necessarily quiet, though some service dogs are trained to bark to signal their handlers.*

SERVICE DOGS – GUIDELINES

Please do not talk, touch, feed or otherwise distract a Service Dog when they are wearing a harness or vest. Do not treat the Dog as a Pet, give them the respect of a Working Dog. Always allow the Service Dog to concentrate for the safety of their Handler. Speak to the Handler and not the Dog. Keep in mind that the Service Dog is vital to a Disabled Person as a Wheelchair or Cane. Never attempt to steer the person while the Dog is guiding or attempt to hold the Harness. When walking with a Service Dog Team, you should not walk on the left side as it may confuse the Dog. Ask the Handler where you should walk. Depending on the situation, they may ask you to walk behind them and walk on the Handlers right side as the Service Dog is always on the Handlers left side. When out with your Dog please make sure your Dog does not challenge or distract a Service Dog.

Remember these Dogs are specially bred and trained for an important job.

THE ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT

<https://www.ontario.ca/laws/statute/05a11>

Non-profit Organizations and the Accessibility for Ontarians with Disabilities Act

For many organizations in the Non-profit sector, the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) and the Customer Service Standards reflect their existing organizational values, mission, vision, and service commitment. The AODA Standards provide the opportunity to encourage innovation and systems transformation. The reduction or elimination of socially and institutionally structured inequalities will extend far beyond enhancing individual and collective well-being. The reduction of pervasive disparities for people with Disabilities will also contribute to the overall social cohesion, shared values of fairness and equality, economic productivity and community vitality and resilience. The Customer Service Standard will create sustained equitable access to a full range of high-quality community and commercial services and support.

Reviewing your current policies and procedures can create a regular cycle of equity-driven innovation that continually builds on what has been learned as a change is bound to be incremental and iterative if it is to have sustainable and lasting impacts. Most Non-profit's in Ontario already strive to offer services in responsive and respectful manner. Many funders require organizations to demonstrate this through various policies including client rights and responsibilities and non-discrimination policies and frameworks.

The core principles of the AODA – independence, dignity, integration, and equality of opportunity for people with disabilities are aligned with the core values of Non-profit organizations and the Non-profit Sector.

As you review the requirements of the AODA, view the process through the lens of your existing policies and procedures as they relate to your commitment to a healthy, barrier-free, accessible organizations for all employees, volunteers, stakeholders, and clients with disabilities.

Understanding and implementing the Canadian Code for Volunteer Involvement and the principles of cultural competence can support your work on being compliant with the AODA.

Overview of the Accessibility for Ontarians with Disabilities Act (AODA)

Accessibility for Ontarians with Disabilities Act became law in 2005. Its goal is to create an accessible Ontario by 2025 by removing barriers in several areas. Under the Accessibility for Ontarians with Disabilities Act, mandatory accessibility standards are developed for all organizations and businesses that provide goods or services to the public or to third parties. Accessibility Standards are the rules that all businesses and organizations, including Non-profit organizations, agencies and other charities in Ontario will have to follow in order to identify, remove, and prevent barriers to accessibility.

The AODA is developing Accessibility Standards of five areas:

Customer Service Standards

Integration Standards

Integration Standards Transportation

Information and Communications Employment

Built Environments (buildings and structures)

The Ontario Government has introduced a phased-in approach to the implementation of the Integrated Regulations Standards with full compliance required by 2021. As of January 1, 2012, organizations in the non-Profit sector who provides goods or services in Ontario and have one or more paid employees, will be required to be compliant with the AODA Customer Service Standard.

Penalties for non-compliance are:

- *Up to \$50,000 per day for Directors*
- *Up to \$100,000 per day for an organization*

If your Lions Club hires caterers, or musicians or any other paid employees that you must consider this part of the act as it may apply to you. As a Lions Club, whether we have paid staff or not we are providing goods and services to the public and we must abide by these regulations.

FOUR CORE PRINCIPLES OF THE ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT

Dignity: Providing service with dignity means the customer maintains his or her self-respect and the respect of other people. Dignified service means not treating persons with disabilities as an after thought or forcing them to accept lesser service, quality, or convenience. According to the Ontario Human Rights Commission, dignity encompasses individual self-respect and self-worth. It involves physical and psychological integrity and empowerment. A person's dignity becomes harmed when he or she is marginalized, stigmatized, ignored, or devalued.

Independence: In some instances, independence means freedom from control or influence of others, freedom to make your own choices. In other situations, it may mean the freedom to do things in your own way. People who may move or speak more slowly should not be denied an opportunity to participate in a program or service because of this factor.

Integration: Integration services are those that allow people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers. Integration means policies, practices and procedures that are designed to be accessible to everyone including people with disabilities. Sometimes integration does not serve the needs of all people with disabilities. Alternative measures, rather than integration, might be necessary because the person with a disability requires it or because you cannot provide another option at the time. If you are unable to remove a barrier to accessibility, you need to consider what else needs to be done to provide services to people with disabilities.

Equal Opportunity: Equal opportunity means having the same chances, options, benefits, and results as others. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services. They should also not have to accept lesser quality or more inconvenience.

ACCESSIBILITY STANDARDS

Requirements of the Standard

Your organization needs to establish policies, practices and procedure that will provide clear guidelines to staff, volunteers, and third-party contractors on providing your goods and/or services to people with disabilities. Every effort should be made to ensure that new or revised policies, practices and procedures are consistent with the core principles of the Accessibility for Ontarians with Disabilities Act.: Independence, dignity, integration, and equality of the opportunity to access your goods and services. Your organization's policies should include a policy about the use of assistive devices to access your goods and services, and any other measures you offer to enable customers with disabilities to access and use your goods and services. Your organization should develop a policy and best practices for communicating with people with disabilities in a manner that considers the person's disability. Your organization's policies should state that guide dogs or service dogs can accompany customers with disabilities into any areas of the premises open to the public. Where the animal is excluded by law, other measures should be developed that will still allow the customer the opportunity to access your services. Your organizations' policies should allow customers with disabilities to be accompanied by their support person when accessing your services. Your organization should have a policy and procedure for informing the public when there will be a temporary disruption of facilities or services that people with disabilities rely on to access your goods or services.

Context for Non-Profits

Many Ontario Non-profit organizations will benefit from working within Volunteer Canada's Canadian Code for Volunteer involvement available at www.volunteer.ca. CCVI or the Code provides a consistent framework for working with and supporting volunteers. All Non-profits will engage volunteers, if only at the governance level of the Board of Directors, so the Code will be a helpful tool to ensure that the best practices are being adhered to in the engagement of volunteers. Your organizations endorsement of the Code is a public demonstration of a commitment to fair and equitable engagement of volunteers. Each person has a personal history and life experience that informs and responds to current situations. As your review your organizations compliance with the requirements of the AODA, Volunteer Canada's frameworks are a useful resource.

FREQUENTLY ASKED QUESTIONS

ACCESSIBLE FORMATS: FORMATS THAT ARE AN ALTERNATIVE TO STANDARD PRINT AND ARE ACCESSIBLE TO PEOPLE WITH DISABILITIES. MAY INCLUDE LARGE PRINT, RECORDED AUDIO AND ELECTRONIC FORMATS, AND BRAILLE.

ACCOMMODATIONS: PLANNING TO ALLOW A PERSON WITH A DISABILITY TO EQUALLY BENEFIT OR PARTICIPATE. THERE IS NO SET FORMULA FOR ACCOMMODATING PEOPLE WITH DISABILITIES. THE PERSON INVOLVED MUST BE CONSULTED. SOME EXAMPLES OF ACCOMMODATION: FLEXIBILITY IN WORK HOURS OR BREAK TIMES OR PROVIDING A DOCUMENT IN AN ACCESSIBLE FORMAT SUCH AS LARGE PRINT. COMMUNICATION SUPPORTS THAT INDIVIDUAL WITH DISABILITIES MAY NEED TO ACCESS INFORMATION. SOME EXAMPLES INCLUDE PLAIN LANGUAGE, SIGN LANGUAGE INTERPRETER, READING THE INFORMATION ALOUD TO A PERSON WITH VISION LOSS, ADDING CAPTIONING TO VIDEOS OR USING WRITTEN NOTES TO COMMUNICATE WITH SOMEONE WHO IS HARD OF HEARING.

MOBILITY AID: DEVICES USED TO FACILITATE THE TRANSPORT, IN A SEATED POSTURE, OF PEOPLE WITH DISABILITIES.

MOBILITY ASSISTIVE DEVICE: A CANE, WALKER, OR SIMILAR AID.

SCREEN READER SOFTWARE: SOFTWARE PROGRAMS THAT ALLOW USERS TO READ THE TEXT DISPLAYED ON THE COMPUTER SCREEN WITH A SPEECH SYNTHESIZER. OFTEN USED BY PEOPLE WITH VISION LOSS OR HAVE A LEARNING DISABILITY. POPULAR SCREEN READERS ARE JAWS OR ZOOM TEXT.

AUDIO DESCRIPTIONS: NARRATION ADDED TO THE SOUNDTRACK OF VISUAL MEDIA (INCLUDING TELEVISION AND FILM, DANCE, AND VISUAL ART.) DESCRIBES IMPORTANT VISUAL DETAILS THAT CANNOT BE UNDERSTOOD FROM THE MAIN SOUNDTRACK ALONE. CONSISTS OF A NARRATOR DESCRIBING THE ON-SCREEN ACTION DURING THE NATURAL PAUSES IN THE AUDIO. OFTEN USED BY PEOPLE WITH VISION LOSS.

VIBRO-TACTILE WALK INDICATORS: PEDESTRIAN CROSSING SIGNAL PUSH BUTTON DEVICES THAT VIBRATE AND CAN BE FELT THROUGH THE SENSE OF TOUCH TO COMMUNICATE PEDESTRIAN CROSSING TIMING IN A NON-VISUAL WAY.

SUPPORT PERSON: A PERSON WHO ACCOMPANIES A PERSON WITH A DISABILITY TO HELP WITH COMMUNICATION, MOBILITY, PERSONAL CARE, MEDICAL NEEDS OR WITH ACCESS TO GOODS, SERVICES, OR FACILITIES.

ONTARIO HUMAN RIGHTS CODE: *THE ONTARIO HUMAN RIGHTS CODE (THE CODE) IS A PROVINCIAL LAW THAT GIVES EVERYBODY EQUAL RIGHTS AND OPPORTUNITIES WITHOUT DISCRIMINATION IN SPECIFIC AREAS SUCH AS JOBS, HOUSING, AND SERVICES. THE CODE'S GOAL IS TO PREVENT DISCRIMINATION AND HARASSMENT.*

Website: <https://www.canlii.org/en/on/laws/stat/rso-1990-c- h19/latest/rso- 1990-c-h19.html>

THE DEFINITION OF DISABILITY ACCORDING TO THE HUMAN RIGHTS CODE

Section 10 (1) of the Code defines “disability” as follows:

“because of disability” means because the person has or has had, or is believed to have or have had,

1. 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,
2. a condition of mental impairment or a developmental disability,
3. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
4. a mental disorder, or
5. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

ONTARIO HUMAN RIGHTS CODE

Organizations have current and ongoing obligations under the Ontario Human Rights Code respecting nondiscrimination. The Integrated Accessibility Standards Regulation does not replace or affect existing legal obligations under the Ontario Human Rights Code and other laws in respect to accommodation of people with disabilities. Organizations must comply with both pieces of legislation.

The Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act both deal with accessibility but are two very different pieces of legislation. The Ontario Human Rights Code is an individual, complaints-based legislation that address discrimination. The Integrated Accessibility Standards Regulation, created under the Accessibility for Ontarians with Disabilities Act, applies to all organizations in Ontario and will increase accessibility for all.

The Ontario Human Rights Code requires organizations to accommodate people with disabilities to the point of undue hardship.

The Integrated Accessibility Standards Regulation does not replace or affect legal rights or obligations that arise under the Ontario Human Rights Code and other laws relating to accommodation of people with disabilities. This means that the Ontario Human Rights Code or other applicable legislation may require additional accommodation measure that go beyond or are different from the standards established by the regulations of the Accessibility for Ontarians with Disabilities Act.

ACKNOWLEDGMENTS

1. Website: *The Accessibility for Ontarians with Disabilities Act* <https://www.aoda.ca/>
2. Website: *The Accessibility for Ontarians with Disabilities Act legislation* (<https://www.ontario.ca/laws/statute/05a11>)
3. Website: *Accessibility Services Canada* <https://accessibilitycanada.ca/>
4. Website: *Accessibility for Ontarians with Disabilities Act Alliance* <https://www.aodaalliance.org/>
5. Website: *People Access - Making Accessibility Easier* <https://accessibilityconsultants.ca/>
6. Website: *Ontario Human Rights Commission* <https://www.ohrc.on.ca/en>