

TABLE OF CONTENTS

CHAPTER 1: INTRODUCTION	1
Status of Standards	2
Purpose	3
CHAPTER 2: GENERAL REQUIREMENTS	5
1. Purpose and Application (s. 1)	6
2. Definitions (s. 2)	7
3. Accessibility Policies (s. 3)	7
4. Accessibility Plans (s. 4)	9
5. Procuring or Acquiring Goods, Services or Facilities (s. 5)	12
6. Self-serve Kiosks (s. 6)	13
7. Training (s. 7)	15
8. Exemption from Report Filing (s. 8)	17
CHAPTER 3: THE INFORMATION AND COMMUNICATIONS STANDARDS	19
Introduction	19
1. Definitions and Exceptions (s. 9)	19
2. Application (s. 10)	23
Information and Communication Standard Requirements	23
3. Feedback (s. 11)	23
4. Accessible Formats and Communication Supports (s. 12)	24
5. Emergency Procedure, Plans or Public Safety Information (s. 13)	26
6. Accessible Websites and Web Content (s. 14)	29
7. Educational and Training Resources and Materials etc. (s. 15)	32

Table of Contents

8. Training to Educators (s. 16)	34
9. Producers of Educational or Training Material (s. 17)	35
10. Libraries of Educational and Training Institutions (s. 18)	36
11. Public Libraries (s. 19)	36
CHAPTER 4: THE EMPLOYMENT STANDARDS	39
Introduction	39
1. Scope and Interpretation (s. 20)	39
2. Schedule (s. 21)	39
3. Recruitment (s. 22)	40
4. Recruitment, Assessment or Selection Process (s. 23)	41
5. Notice to Successful Applicants (s. 24)	43
6. Informing Employees of Supports (s. 25)	43
7. Accessible Formats and Communication Supports for Employees (s. 26)	45
8. Workplace Emergency Response Information (s. 27)	46
9. Documented Individual Accommodation Plans (s. 28)	50
10. Return to Work Process (s. 29)	54
11. Performance Management (s. 30)	55
12. Career Development and Advancement (s. 31)	55
13. Redeployment (s. 32)	56
CHAPTER 5: THE TRANSPORTATION STANDARDS	57
General Requirements for Conventional and Specialized Transportation Service Providers	57
1. Availability of Information on Accessibility Equipment etc. (s. 34)	57
2. Non-functioning Accessibility Equipment (s. 35)	58
3. Accessibility Training (s. 36)	58
4. Emergency Preparedness and Response Policies (s. 37)	59
5. Fares, Support Persons (s. 38)	60
6. Transition, Existing Contracts (s. 39)	60
7. Transition, Existing Vehicles (s. 40)	60

Table of Contents

8. Accessibility Plans for Conventional and Specialized Transportation Service Providers	61
9. Accessibility Plans, Conventional Transportation Services (s. 41)	61
10. Accessibility Plans, Specialized Transportation Services (s. 42)	62
11. Accessibility Plans, Conventional and Specialized Transportation Services (s. 43)	62
CHAPTER 6: COMPLIANCE	63
Appendix A: Accessibility Plan Template	65
Appendix B: Schedule of Requirements	67
Appendix C: Sample Disability Barriers and Accommodations . .	71
Appendix D: References and Resources	77
Appendix E: Integrated Accessibility Standards Regulation	81