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Enhancing Knowledge = Breaking Down Barriers



In compliance with the new Customer Service Regulation, and in keeping with ORC's goal of being a leader and centre of excellence in accessibility planning, all ORC staff have participated in customer service training workshops. A total of 21 workshops were conducted

A Primer on Accessibility Standards

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) became law on June 13, 2005. The purpose of the AODA is to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025, by developing, implementing and enforcing accessibility standards. Five Standards Development Committees (SDCs) were established and each was tasked with the development of a proposed accessibility standard for consideration by the government. Standards have been developed for Customer Service, Built Environment, Information and Communications, Employment, and Transportation. Half of the members of each committee represent the disability community, with the other half representing the private, broader public and non-profit sectors. Staff from several Ontario government ministries have provided ongoing support to the SDCs.

The Accessible Built Environment SDC was established in October, 2007. The proposed Accessible Built Environment Standard is expected to address access into and within buildings and outdoor spaces and is expected to expand on Ontario's Building Code. Public review of the proposed Accessible Built Environment standards is expected to take place from July to October, 2009, and the final proposed standard is expected to be submitted to the Minister of Community & Social Services in early 2010.

The ORC has followed the development of the proposed Accessible Built Environment Standard closely and has updated its 2006 Barrier Free Standards for the Design of Ontario Government Facilities accordingly. ORC's updated and re-scoped document underwent a name change and is currently known as the pilot Accessibility Design Standard for Ontario Government Facilities (ADS). More information on the status of the AODA standards development process can be found at www.accessOn.ca. For more information on ORC's work click here:

<http://www.ontariorealty.ca/What-We->

including sessions in each of the regions, in which staff were trained to identify and remove barriers in the workplace and on how to interact with customers, clients or co-workers who may have a disability. Staff feedback was very positive and many participants reported developing a new appreciation of the many barriers that people with disabilities face in day-to-day activities.

An e-learning tool is also being prepared for distribution to ORC service providers.

New Accessibility Vendor List for ORC

A Vendor of Record (VOR) to provide accessibility consulting services is being established to help the ORC achieve its corporate accessibility goals. The VOR will include five streams: Standards and Specifications; Facility Audits; Accessible Information and Communications; Staff Training; Policies and Procedures. The bid opportunity was promoted through the MERX electronic tendering service, and careful attention was given to ensuring the process was accessible. For example, provisions were made to provide documents in alternative formats and the proponents' briefing was held in an accessible location with a sign-language interpreter in attendance. It is anticipated that the VOR will be in place by August.

We look forward to hearing your questions and comments. Please contact us at:

accessibility@ontariorealty.ca

Sincerely,
Accessibility Team
Ontario Realty Corporation

*For a text version of this newsletter please click [here](#).
Alternative formats can be made available upon request.*

[Do/Accessibility.htm](#)

Ubi Duo Comes to ORC

"Ubi-Duo," a new device to provide an alternate means of communication, was delivered to ORC in April, 2009. The Ubi-Duo consists of two separate keyboards with monitors that enable people to communicate instantly, face-to-face, without voice or the aid of a third party.



Up to four people can participate in a conversation at one time. It has a wireless range of 500 feet, is portable, quick to set up and easy to use. The Ubi-Duo can be used by ORC staff in a variety of settings, including meetings and interviews.

50 Building Accessibility Audit



This initiative involves a comprehensive accessibility audit of 50 ORC-managed office buildings across the province. The audit includes the completion of recommendations and cost estimates for upgrades and retrofits to achieve compliance with the ORC pilot Accessibility Design Standard for Ontario Government Facilities. The target completion for the project is mid September and the deliverables from this project will assist in future funding requests for accessibility projects in Ontario government facilities. For a list of the 50 buildings please click [here](#).

Etiquette

Some do's and don'ts when you encounter a service (guide) dog:

- **DO** - speak directly to the person not to the dog

- **DON'T** - interact with the dog without asking the person first
- **DON'T** - feed the dog



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