Let's Talk Science Accessibility Plan

INTRODUCTION

The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in life. To this end, the AODA requires that all private and non-profit organizations with over 50 employees prepare a multi-year accessibility plan and make this plan public.

STATEMENT OF COMMITMENT

Let's Talk Science (LTS) is committed to ensuring compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). LTS is committed to offering its products, programs, and services to all interested stakeholders, regardless of their abilities.

Let's Talk Science is committed to providing a respectful, accessible and inclusive environment for people with disabilities in a timely manner so that persons with disabilities will have the same opportunity to access and benefit from our programs and services. Let's Talk Science will take into account the person's disability and respect the individual's dignity and independence in order to achieve integration and equal opportunity.

AIM

This plan supplements the Accessible Customer Service and Integrated Accessibility Standards Regulation policies developed by LTS which are available online at: http://www.letstalkscience.ca/Policies/Accessibility. The plan describes the measures that LTS has taken in the past, and measures that will be taken between November 2017 and December 2020 to identify, remove, and prevent barriers for people with disabilities who:

- work for LTS
- participate in activities delivered by LTS
- use resources developed by LTS

OBJECTIVES

This plan:

- Describes the processes by which LTS will identify, remove and prevent barriers for people with disabilities;
- Review efforts LTS has taken in recent years to remove and prevent barriers for people with disabilities;
- Describes how LTS will make this accessibility plan available to the public.

DESCRIPTION OF LET'S TALK SCIENCE

Let's Talk Science is an award-winning, national, charitable organization focused on education and outreach to support youth development. We create and deliver unique learning programs and services that engage children, youth and educators in science, technology, engineering and mathematics (STEM).

OUR MISSION

Let's Talk Science motivates and empowers youth to fulfill their potential and prepare for their future careers and roles as citizens. Let's Talk Science supports learning and skill development using science, technology, engineering and mathematics (STEM).

THE ACCESSIBILITY WORKING GROUP MEMBERS

Let's Talk Science has established an Accessibility Working Group to guide and inform the organizations work in this area. This working group includes representation from the following areas of the organization:

- Communications
- Human Resources
- Operations
- Program Development & Delivery
- Web Development

PLAN

Customer Service Policy

Accessibility Requirements
- Develop and implement an **Accessible Customer Service Policy**.
- **Develop and deliver training** to all staff, volunteers, and individuals completing work on behalf of LTS that may provide assistance to the public. Provide training to all new staff and LTS representatives on an ongoing basis.
- Develop and make public a **process for receiving and responding to feedback** from customers with disabilities.

Compliance Deadline: January 1, 2012

Let's Talk Science's Action Plan
- LTS has developed and implemented an Accessible Customer Service policy specific to the organization. This policy is updated and maintained by HR.
- A training guide has been developed and delivered to all current staff, volunteers and applicable contractors. All new staff members are required to complete a review of the Let's Talk Science Accessibility Training Guide*. Records of completed training are retained in the employee's personnel file.
  Volunteers who have an ongoing engagement with LTS are provided with access to the Accessibility Training Guide via the organization's volunteer portal. In 2017 LTS incorporated a review of accessibility, including accessible customer service into its in-person volunteer training session delivered nationally to these volunteers. We are also in the process of integrating this training into the online volunteer registration process.
  Volunteers who have more limited engagement with Let's Talk Science are provided with a review of accessibility within an overview of key organizational policies.
  As applicable contractors are asked to indicate they have received training on accessibility or return a confirmation of review of Let's Talk Science's Accessibility Training Guide.
- LTS has developed and made public a process for receiving and responding to feedback from customers with disabilities. The feedback process is inclusive of multiple means by which feedback

can be received, including by phone, in-person, by E-mail and by written correspondence. Employees, volunteers, and other LTS representatives have been informed of and trained on this process.

* Alternative formats of the Let's Talk Science Accessibility Training Guide are available upon request, including in-person presentations.
Responsible Authority: Human Resources / Program teams

Status/Results: Completed and Ongoing

General Requirements

Accessibility Requirement
- **Establish accessibility policies**
  - Create and make public a statement of commitment.
  - Develop and implement organization-specific accessibility policies.

Compliance Deadline: January 1, 2015

Let's Talk Science's Action Plan
- Let's Talk Science has developed an Integrated Accessibility Standards Regulation (IASR) policy that outlines the additional accessibility guidelines the organization is required to meet and how it intends to do so. An additional Employee Accommodation policy has been created for internal use to address employee responsibilities and expectations and communicate the processes LTS will use to meet its commitments made in the IASR policy with respect to employment. The IASR and Employee Accommodation policies have been provided to all employees and will be provided to all new hires as part of their offer package*.
- In 2017 when LTS grew beyond 50 employees the organization created and made public a statement of commitment. The statement of commitment is located on the organization's website. At this time additional requirements for nonprofits with more than 50 employees were incorporated into LTS' IASR policy. New requirements applicable to LTS include:

- Development of a multi-year accessibility plan
- Development of a statement of commitment
- Accessible websites and web content
- Documented individual accommodation plans
- Accessible return to work processes

* Alternative formats of the policies will be made available upon request.

Responsible Authority: Human Resources

Status/Results: Completed/ Ongoing

Accessibility Requirement
- Training on IASR and the *Human Rights Code.*

Compliance Deadline: January 1, 2016

Let's Talk Science's Action Plan
- Let's Talk Science will provide training to employees, volunteers and other consultants and fee for service providers on accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of the individual.

- Let's Talk Science will take the following steps to ensure employees and volunteers are provided with the training needed to meet Ontario's accessibility laws.

  - LTS will provide training to all individuals who represent LTS. This training will be provided to individuals within 6 months of their start date. Training will include:
    - An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and its Regulations, as well as the Human Rights Code
    - LTS's accessibility policies

  - LTS staff, volunteers, other consultants and fee for service providers will also be trained when significant changes are made to the organization's accessibility policies.

- Specialized training regarding the accessible websites and web content component of the Information and Communications Standard will also be developed and provided to employees whose responsibilities include the design of web properties operated by Let's Talk Science.

- Specialized training on the applicable components of the Design of Public Spaces Standard will also be developed and provided to employees whose responsibilities include management of Let's Talk Science facilities.

Responsible Authority: Human Resources

Status/Results: Completed/ Ongoing

Accessibility Requirement
- **Multi-Year Accessibility Plan**
  - Create and make public a multi-year accessibility plan.
  - Provide the plan in accessible formats upon request.
  - Review the plan every five (5) years.

Compliance Deadline: Winter/Spring 2017

Let's Talk Science's Action Plan
- All applicable IASR requirements have been reviewed to develop a living Accessibility Plan. The Accessibility Plan has been created to include training, procedures and policy development to ensure the identification and removal of barriers. The plan has been approved and is available to the public.
- Requests for accessible formats of this document will be forwarded to Human Resources who will work with the individual to determine the most suitable format.
- This plan will be amended as required and will be reviewed fully by December 31, 2020 and every five (5) years thereafter.

Responsible Authority: Human Resources

Status/Results: Completed / Ongoing

Information and Communication Standard

Accessibility Requirement
Feedback Process
- Upon request, be able to receive and respond to feedback from our program users and participants, individuals inquiring about LTS, our employees and members of the public who have a disability.

Compliance Deadline: January 1, 2016

Let's Talk Science's Action Plan
- A process for receiving and responding to accessible feedback requests has been developed and shared with employees and volunteers, this includes notifying employees of the internal party to whom any accessible feedback requests should be directed. Currently LTS can facilitate requests via the phone, email, mail and in-person (enlarged text available).

Responsible Authority: Human Resources / Communications & Marketing / Team Leads

Status/Results: Completed

Accessibility Requirement
- **Accessible formats and communication supports**
  o Upon request, provide accessible formats and communication supports to individuals with disabilities.
  o Notify the public of the availability of accessible formats and communication supports.
  o Where a communication support or accessible format cannot be provided immediately, consult with the client to arrange for a suitable format as soon as possible.

Compliance Deadline: January 1, 2017

Let's Talk Science's Action Plan
- LTS has made public through the posting of the IASR policy on our website that we will provide or arrange for the provision of accessible formats and communication supports upon receipt of a request from persons with disabilities.
- When LTS receives such a request we will provide such accessible formats and communication in a timely manner that takes into account the person's accessibility needs due to disability.
  - LTS will do so at a cost that is no more than the regular cost charged to other persons.
  - LTS will consult with the person making the request to determine the suitability of an accessible format or communication support.

Responsible Authority: Human Resources / Team Leads

Status/Results: Ongoing

Accessibility Requirement
- **Emergency procedures, plans or public safety information**
  - Create and implement individualized plans to assist employees with disabilities during an emergency.
  - Obtain consent from employees with individualized plans to disclose emergency response or evacuation plans to the person responsible for assisting the employee in situations where the plan requires the assistance of a colleague.
  - Create and provide emergency information formatted in such a way that the employee with the disability can understand its contents/direction as soon as practicable following the receipt of the request and/or becoming aware of the need for an individualized plan.
  - Review the individualized plan/information:
    - When the employee moves to a different location in the office;
    - When the employee's overall accommodation needs and plan are reviewed; and
    - When the organization reviews its general emergency response policies.

Compliance Deadline: January 1, 2012

Let's Talk Science's Action Plan
- Recognizing that most disabilities are invisible or episodic and therefore not readily apparent, the New Hire Form has been amended to allow employees to identify emergency planning requirements.
- The process for providing emergency information includes alternative formats and will be completed in a timely manner upon receipt of the request or becoming aware of the need for an individualized plan.
- The process/policy used by Human Resources to develop an individualized emergency response plan includes the requirement that consent is obtained from the requesting employee to disclose the contents of the plan to the individual required to provide assistance when responding to the emergency or evacuation. The process for obtaining consent also includes obtaining the acknowledgement of the employee designated to provide the assistance that the confidentiality of the individualized plan will be maintained, unless the health and safety of either party is potentially compromised.
- Individualized emergency plans include the requirement that the plan be reviewed:
  - If the employee moves to another location within the office that would affect that person's ability to respond to the emergency or evacuation (the ability of the individual designated to provide assistance, where needed, will also be considered);
  - On a recurring timeline, to be established during the creation of the individualized emergency response plan. Factors that are taken into consideration when developing the recurring timeline (i.e. once every six (6) months, annually, etc.) include the nature and severity of the disability as well as its classification of permanent or temporary. A review of the plan will also be initiated if requested by the employee; and
  - When the organization amends its emergency response and/or evacuation procedures.

Responsible Authority: Human Resources / Team Leads

Status/Results: Ongoing (based on employee needs)

Accessibility Requirement

- **Accessible websites and web content**
  - Ensure website and web content published after January 1, 2012 conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, level A and later Level AA.

Compliance Deadline: Level A Winter/Spring 2017; Level AA January 1, 2021

Let's Talk Science's Action Plan
- To date, most of the content on websites run by LTS meet all requirements under the WCAG 2.0 level A as the organization has been developing online content on its internet sites to meet these standards where additional resources (time or money) were not needed. For the content that is not yet accessible the organization has plans in place to address the content that does not currently meet this standard by September 2019.
- LTS' Web Development and Communications & Marketing departments are fully aware of WCAG requirements and will ensure all new content and/or any substantial refreshes to LTS run sites conform to established guidelines.

Responsible Authority: Web Development Team / Web Development Manager

Status/Results: In Progress and Ongoing

Accessibility Requirement
- **Educational and training resources or materials (applicable to educational and training institutions)**
  - Provide educational or training resources or materials in an accessible format that takes into account the accessibility needs due to a disability of the person with a disability to whom the material is to be provided by,
    - procuring an accessible or conversion ready electronic format, where available, or
    - arranging for the provision of a comparable resource in an accessible or conversion ready electronic format, if the materials cannot be procured, obtained by other means or converted into an accessible format.

Compliance Deadline: N/A

Let's Talk Science's Action Plan
- While Let's Talk Science is not an educational or training institution given the nature of our work we partner and collaborate with a number of educational and training institutions to deliver our programs. These organizations were required to comply with these and related accessibility requirements by January 1, 2015 (at the latest).
- Where our resources and materials do not meet the accessibility needs of our partners we will work with them to provide materials in an accessible and/or alternate format.

Responsible Authority: Program teams

Status/Results: Ongoing

Accessibility Requirement
- **Producers of Educational or training material**
  - Make accessible or conversion ready versions of the textbooks available to the educational and training institutions
  - Producer of print-based educational or training supplementary learning resources for educational or training institutions shall upon request make accessible or conversion ready versions of the printed materials available to the institutions.

Compliance Deadline: Textbooks – January 1, 2015;
Printed materials that are educational or training supplementary learning resources - January 1, 2020.

Let's Talk Science's Action Plan
- Let's Talk Science has established an accessibility feedback process by which stakeholders may request accessible or conversion ready versions of our learning resources. This feedback process is outlined on our website and is currently able to facilitate requests via the phone, email, mail and in-person (enlarged text available).

Responsible Authority: Program teams / Human Resources

Status/Results: Ongoing

Employment Standard

Accessibility Requirement
- **Recruitment, assessment and selection processes**
  - Notify employees and the public about the availability of accommodation for applicants with disabilities in the organization's recruitment processes.
  - During the recruitment process, notify applicants selected to participate in our selection and assessment processes that accommodations are available upon request and in relation to the materials and/or processes used by LTS.
  - Should a job applicant request accommodation, consult with the individual and make adjustments to best suit his/her needs.
  - Notify successful applicants of the organization's policies for accommodating employees with disabilities.

Compliance Deadline: January 1, 2017

Let's Talk Science's Action Plan
- LTS includes an accessibility statement on all job postings notifying applicants that reasonable accommodations will be made upon request to ensure that individuals with disabilities are able to fully participate in our recruitment efforts. The same statement appears on the Careers/Carrières page of our website.

- Successful applicants will be informed of the availability of accommodations relating to LTS' selection/assessment processes upon initial contact from HR;
  - Alternate formats will be developed to facilitate accessibility requests as needed. All accommodation requests are forwarded to Human Resources who will work with the individual to develop an acceptable alternative.
- When scheduling interviews, LTS will include a statement in all E-mail confirmations indicating to the applicant that accommodations are available and inviting the applicant to inform HR of any necessary accommodations.
- When LTS meets with employees for their HR orientation new employees will be asked if they have any accessibility concerns the organization should be aware of for accommodation purposes.

Responsible Authority: Human Resources

Status/Results: Ongoing

Accessibility Requirement
- **Informing employees of supports**
  - Communicate the organization's policy on accommodating employees with disabilities to all staff members.
  - Ensure that all new hires are informed of the organization's policy on accommodating employees with disabilities.

Compliance Deadline: January 1, 2017

Let's Talk Science's Action Plan
- LTS's IASR and Employee Accommodation policies have been developed. Communication will occur via an email to all staff. The policies will then be posted on the organization's physical and virtual HR bulletin boards.
- Provide all new hires with the IASR and Employee Accommodation policy in their offer package. The IASR policy addresses all of the means by which LTS will support employees with disabilities, including emergency planning/responses, accessible formats and communication supports as well as accessible performance management, career development and job change processes. The Employee

Accommodation policy includes further details for employees, including the internal processes Let's Talk Science will use to meet the commitments made under its IASR policy.
- Ensure that all employees are informed of changes to the Employee Accommodation Policy as they occur. Changes will be communicated via E-mail and/or group information sessions. Delivery of information will adhere to accessible information and communication supports provisions in LTS's Integrated Accessibility Standards Regulation (IASR) policy.

Responsible Authority: Human Resources

Status/Results: Ongoing

Accessibility Requirement
- **Accessible formats and communication supports for employees**
  - Where an employee with a disability requests it, work with that individual to provide or arrange for the provision of accessible formats and communication supports for:
    - Information that is needed in order to perform the employee's job; and
    - Information that is generally available to employees in the workplace.
  - Where a request is made, work with the requesting employee to determine the suitability of the proposed accessible format/communication support.

Compliance Deadline: January 1, 2017

Let's Talk Science's Action Plan
- The availability of accessible formats and communication supports has been communicated to all employees through the organization's internal Integrated Accessibility Standards Regulation (IASR) policy. All future employees will be made aware of their availability through the same policy which is provided with the offer package. Information that is needed to perform an employee's job is generally provided via one-on-one or group training sessions whereas information that is generally available in the workplace is typically provided in written policy format available in hardcopy or electronically. Prior to providing the information needed to perform one's job or information generally available in the workplace, employees requiring accessible formats or communication supports will be requested to notify HR so that alternate arrangements may be made.

- Upon receiving a request, HR will work with the employee and any individuals responsible for providing the information (for example the employee's manager, supervisor or team lead) to deliver a suitable accessible format or communication support. Prior to involving the employee's supervisor, manager or team lead, consent will be obtained from the employee.

Responsible Authority: Human Resources

Status/Results: Ongoing

Accessibility Requirement
- **Documented individual accommodation plans**
  - Develop and implement a written process for the development of documented individual accommodation plans for employees with disabilities

Compliance Deadline: Winter/Spring 2017

Let's Talk Science's Action Plan
- LTS will develop and implement a written process for the development of documented individual accommodation plans for employees with disabilities. As per IASR requirements, the plan will include the following elements:
  - The manner in which an employee requesting accommodation can participate in the development of the accommodation plan;
    - LTS will endeavour to ensure the employee is able to actively participate in the development of the accommodation plan. Limitations will be identified and clearly communicated to the employee prior to the development of the plan.
  - The means by which the employee is assessed on an individual basis.
  - The manner in which LTS can request the participation of a representative from the organization in the development of the accommodation plan.
  - The steps that will be taken to protect the privacy of the employee's personal information;
    - The content of the accommodation plan will be restricted to only those required to facilitate the plan or supervise the employee. The accommodation plan template will include a section identifying the individuals that will have knowledge of the plan and will require each person to sign an acknowledgement of the confidentiality of its contents.
  - The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
  - An outline of how the reasons for a denial of an accommodation will be communicated to the requesting employee;
    - Employees will be informed of the factors that will be taken into consideration by the organization when a request for accommodation is received as well as employer and employee expectations and responsibilities.

- o The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to a disability;
  - ▪ Accommodation plan documents will be made available in accessible formats.
- o The accommodation plan template will include a section regarding the provision of accessible formats and communication supports to be completed in the event that such supports are required by the employee.
- o The accommodation plan will also include an emergency response/evacuation plan if required by the employee.
- o The accommodation plan will be created to include a section outlining additional accommodations that are required.

Responsible Authority: Human Resources

Status/Results: Ongoing

Accessibility Requirement
- • **Processes to Accommodate Employees/Return to Work (RTW) Process**
  - o Create a process to develop accommodation plans and return to work plans for employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

Compliance Deadline: January 1, 2017; RTW Winter/Spring 2017

Let's Talk Science's Action Plan
- • Assess IASR requirements and develop a template accommodation form and a return to work form that both address all applicable requirements. Use of these forms will ensure that all accommodation and RTW plans are properly recorded and retained on file. For consistency, the accommodation plan template will be used in conjunction with RTW processes and forms.

Responsible Authority: Human Resources

Status/Results: Ongoing

Accessibility Requirement
- **Accessible Performance Management, Career Development and Job Changes**
  - Ensure the organization's performance management and career development opportunities account for the accessibility needs and plans of employees and that these processes are inclusive and barrier-free.

Compliance Deadline: January 1, 2017

Let's Talk Science's Action Plan
- LTS will take the following steps to ensure that the accessibility needs of employees with disabilities are taken into account if the organization is using performance management, career development and/or redeployment processes:
  - Consult with employees who have disabilities in order to provide them with the accessible formats and communications supports they require to do their jobs effectively and to be informed of information that is generally available to all employees in the workplace;
  - Review the employee's individual accommodation plan to understand their accommodation needs and determine whether it needs adjusting to improve performance on the job;
  - Provide documents related to performance management, such as performance reviews and plans, in accessible formats (eg: large print for low vision) as needed;
  - Provide informal and formal coaching and feedback in a manner that takes into account the employee's disability, (eg: using plain language for an individual with a learning disability); and
  - If the employee receives a promotion or is transferred into a different role, which includes new responsibilities, review the individual accommodation plan to learn what modifications may be needed to accommodate the employee in their new position.

Responsible Authority: Human Resources

Status/Results: Ongoing

Accessibility Requirement
- **Redeployment**
  - Take into account the accessibility needs and accommodation plans of employees who are reassigned to an alternate department or position with the organization as an alternative to a layoff.

Compliance Deadline: January 1, 2017

Let's Talk Science's Action Plan
- As part of the redeployment process, LTS will incorporate the accessibility needs and accommodation plans of any employee that is being redeployed to an alternate position and/or department. HR will oversee the redeployment process; however, new and/or amended reporting hierarchies will be reviewed to determine who is to be involved with and informed of any accessibility plans and requirements.

Responsible Authority: Human Resources

Status/Results: Ongoing

Design of Public Spaces (Accessibility Standards for the Built Environment)
Accessibility Requirement
- Make accessible new or redeveloped:
  - Recreational trails and beach access routes
  - Off-street parking lots
  - Service counters, fixed queuing guides and waiting areas with fixed seating

Compliance Deadline: January 1, 2018

Let's Talk Science's Action Plan
- Let's Talk Science occupies leased premises and will work with the Building Management to meet Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

Responsible Authority: Operations

Status/Results: Completed/Ongoing

BARRIER IDENTIFICATION METHODOLOGIES

Methodology	Description	Status
Accessibility Working Group Meetings	Opportunity for information to be shared across the organization so potential barriers to accessibility can be raised and cross-organizational solutions can be brainstormed and planned.	Ongoing, with meetings as needed; at least annually
LTS Website	Opportunity for input and feedback from all stakeholders.	Ongoing
Educator Surveys	Opportunity for input and feedback through a question soliciting general feedback/comments on the specific interaction/activity.	Ongoing

REVIEW AND MONITORING PROCESS

The Accessibility Working Group will meet as required to review the implementation of the Accessibility Plan. Evaluation of the effectiveness in implementing the barrier removal and prevention strategies will be ongoing in preparation for accessibility planning.

This document was created on September 1, 2019 and must be reviewed and updated by December 31, 2020 and at least every 5 years thereafter.

COMMUNICATION OF THE PLAN

LTS's Accessibility Plan is posted on the organization's website at www.letstalkscience.ca and hard copies are available upon request. The plan can be made in accessible formats by contacting:

Human Resources
Let's Talk Science
1510 Woodcock Street, Unit 8
London, Ontario N6H 5S1

T: (877) 474-4081
F: (519) 474-4085
E: hr@letstalkscience.ca

Appendix A: Where to Look for Barriers
DEFINITION OF DISABILITY
The AODA adopts the broad definition for disability that is set out in the Ontario Human Rights Code. Disability is:

- 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;

- a learning disability, or 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 relevant provincial Workplace Safety and Insurance Act or equivalent legislation

WHAT IS A BARRIER?

A barrier is anything that prevents a person with a 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, a policy or practice. An example of each of the different kinds of barriers is shown below:

Barrier Type	Definition	Examples
Physical/ Architectural	design elements of a building or a space that cause problems for persons with disabilities.	- Entrances to buildings are reviewed for accessibility - Signage which is confusing or inadequate - Décor which may be confusing or disorienting for those with visual impairments - A hallway or door that is too narrow for a wheelchair or scooter
Information/ Communication	things/situations that make it difficult for a person with a disability to give, receive or understand information.	- Typefaces that are too small to be read by a person with low vision - An employee/volunteer who talks loudly when addressing a person who is deaf - Communications not provided in accessible formats
Attitudinal	our perceptions of, and how we interact with, persons with disabilities.	Employees/volunteers who ignore program participants or visitors or speak only to the people accompanying them
Technological	poor or inexistent technology systems that can prevent people from accessing information.	Electrical wiring that is inadequate to support the various versions of assistive technology
Systematic	organizational policies or practices that (often unwittingly) restrict the participation of persons with disabilities.	- A practice where important information is delivered verbally which people with hearing impairments cannot hear clearly or at all - Employees/volunteers are not encouraged to share a philosophy of inclusion - Organizational policies do not accommodate the needs of persons with mental illness

WHERE TO LOOK FOR BARRIERS

Barrier Type	
Physical/ Architectural	• Furniture • Workstations • Chairs • Doors / doorknobs • Handrails • Offices/ office design / cubicles • Windows • Bathroom Hardware • Locks • Lobbies/Reception • Elevators/Escalators • Washrooms • Stairs / stairwells • Storage areas / closets • Lighting • Entrance • Security Systems • Seats, tables, counters • Telephones • Parking areas • Interior of the building • Exterior of the building • Hallways • Floors • Carpets

Information/ Communication	- Books - Printed information - Web-based resources - Signage - Bulletin boards - Brochures - Training - Forms - Manuals - Fax transmissions - Equipment labels - Computer screens - Receptionists - Employee communications
Attitudinal	- Biases and beliefs - Lack of information/knowledge - Lack of understanding - Lack of sensitivity/intolerance - Stigmatization - See also systematic below
Technological	- Computers - Operating systems - Standard software - Proprietary software - Websites - Keyboards - Mice - Printers - Fax machines

	• Telephones • Other aids • Photocopiers • Appliances • Control panels • Switches
Systematic	• Procurement and purchasing • Job postings • Hiring • Interviewing • Testing • Meeting