HP Canada Co.

Multi-Year Accessibility Plan 2014-2021

The following plan is in relation to the requirements under Accessibility for Ontarians with Disabilities Act (AODA) for large private sector organizations.

Updated: April 6, 2017
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The HP Canada Co. Multi-Year Accessibility Plan outlines strategies and actions to identify, remove and prevent barriers for people with disabilities in HP Canada Co.’s programs, services, and facilities therefore increasing accessibility. The plan also details our strategy for meeting Ontario’s accessibility legislation, the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

**Objectives of the HP Canada Co. Accessibility Plan**

This 2014-2021 accessibility plan outlines the policies and actions that HP Canada Co. has or will put in place to improve opportunities for people with disabilities.

This document describes the measures that HP Canada Co. has taken or will take to identify, remove and prevent barriers to persons with disabilities. The 2014 - 2021 Accessibility Plan has been prepared in accordance with the requirements of the AODA, 2005 and the Integrated Accessibility Standards, Ontario Regulation 191/11.

As part of our commitment to accessibility, it is HP Canada Co.’s goal to implement the standards to help create accessible programs, services and a workplace that allows full participation of persons with disabilities.

In accordance with the standards, HP will review and update our organization's plan at least every five years and post on our website for our employees and the public to access. During that time, we will highlight our organization's accomplishments to date.

The 2014 - 2021 Accessibility Plan includes:

- Initiatives that were completed from 2012 to 2016
- Actions to be taken to implement the Integrated Accessibility Standards, Ontario Regulation 191/11.
- Measures that HP Canada Co. will continue to take in 2017 - 2021 to identify, remove and prevent barriers to persons with disabilities.
- The monitoring process for the Accessibility Plan.
- The communication process for the Plan.
Description of the Accessibility for Ontarians with Disabilities Act (AODA)

The Accessibility for Ontarians with Disabilities Act, 2005 is legislation designed to make Ontario barrier-free to people with disabilities by 2025. Businesses and organizations that provide goods and services to people in Ontario will have to meet certain accessibility standards in five areas: customer service, employment, information and communications, transportation and built environment.

With the introduction of AODA, the Province of Ontario created sets of standards in accessibility which will apply to both public and private sector organizations. The standards are:

- **Customer Service** - The Accessibility Standards for Customer Service (Ontario Regulation 429/07) was passed in January, 2008. As a private sector organization, HP Canada Co. met the requirements of this standard before the deadline of January 2013.

- **Information and Communication, Employment, and Transportation**, have been combined into the Integrated Accessibility Standards Regulation (IASR). The IASR came into effect July 1, 2011, with requirements that are to be phased in over time, which for HP Canada Co. means implementing standards from 2012 to 2021. The areas are further explained below:

  **The Accessibility Standard for Information and Communications** will help Ontario businesses and organizations make their information accessible for people with disabilities. Organizations are expected to:
  - Make their websites and web content accessible according to the World Wide Web Consortium’s Web Content Accessibility Guidelines (WCAG) 2.0.
  - Provide accessible formats and communications supports as quickly as possible and at no additional cost when a person with a disability asks for them.
  - Make feedback processes accessible by providing accessible formats and communications supports when requested.
  - Make public emergency information accessible when requested.

  **The Accessibility Standard for Employment** will help Ontario businesses and organizations make accessibility a regular part of finding, hiring and supporting employees with disabilities. Organizations are expected to:
  - Let job applicants know that recruitment and hiring processes will be modified to accommodate their disabilities, if requested.
  - Build the accessibility needs of employees into their human resources practices.
  - Create a written process for developing and documenting individual accommodation plans for employees with disabilities.
  - Help employees stay safe in an emergency by providing them with individualized emergency response information when necessary.
• **Built Environment** - These standards are designed to remove barriers applying to public spaces and buildings. The standard for the design of public spaces only applies to new construction and major changes to existing features. Enhancements to accessibility in buildings will happen at a later date through Ontario’s Building Code, which governs new construction and renovations in buildings.
HP Philosophy, Statement of Commitment and Product and Service Accessibility

HP Philosophy

Consistent with our Corporate Objective for Commitment to Employees, Best Work Environment Policy, Global Harassment-Free Work Environment Policy, Global Non-Discrimination Policy and Accessibility Policy and Accessible Customer Service Standard Policy in Compliance with Accessibility for Ontarians with Disabilities Act (AODA), it is the policy and practice of HP Canada Co. that we treat customers, employees, suppliers, business partners, visitors and shareowners with fairness, dignity, respect and courtesy.

We also comply with all applicable national and local laws pertaining to non-discrimination and equal opportunity.

Organizational Statement of Commitment

HP Canada Co. is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Product and Service Accessibility at HP

HP is committed to providing products and services that are accessible for people with disabilities. This commitment supports our company's diversity objectives and helps us ensure that the benefits of technology are available to all.

This commitment supports our company's diversity and "Total Customer Experience" objectives and helps ensure that the benefits of technology are available to all. This is part of our Accessibility Commitment.

HP Inc.'s Accessibility Policy further outlines our commitment. Our accessibility goal is to design, produce, and market products and services that can effectively be used by everyone, including people with disabilities, either on a stand-alone basis or with appropriate assistive devices.

To achieve our goal, this Accessibility Policy establishes seven key objectives to guide our actions as a company. All HP managers and employees are expected to support these objectives and their implementation in accordance with their roles and responsibilities. HP Inc. is committed to the following:
• Raising the level of awareness of accessibility issues within our company, and providing our employees with the training they need to design, produce, market and deliver accessible products and services.
• Developing accessibility guidelines for products and services, and holding product development groups accountable for implementing these guidelines where competitively, technically and economically feasible.
• Involving people with disabilities in the development of accessibility guidelines, and in the design and testing of products and services.
• Documenting accessibility features, and making information about our products and services publicly available in an accessible form.
• Establishing relationships with leading assistive technology and solution providers
• Supporting internal and external research and development that will improve the state-of-the-art of assistive technology relevant to our products and services.
• Supporting and contributing to industry standards and guidelines for accessibility.
The HP Canada Co. Strategic Road Map to Accessibility

Completed 2012-2016 Initiatives

Accessible Customer Service Standard

- The project commenced in 2011, and appropriate parties were engaged to review meeting the requirements of AODA, particularly the first standard that came into effect, the Customer Service Standard.
- The HP Canada Co. Procurement Team was educated around AODA, and the HP Supplier Accessibility Requirements website was updated to include AODA information.
- Our main vendors were provided with a letter from our Director of Procurement to advise them about AODA, and their obligations.
- The process to gather feedback and request information in an accessible format was implemented and posted on the internet for the public to access.
- AODA Customer Service Standard Training was implemented for all employees in Ontario not just those who provide service to the public. It also included those who interact with Ontarians, for example, the contact centres for our products.
- HP Canada Co. AODA Customer Service Standard Policy was created and posted on the internet for the public to access.
- Information was added to the new hire intranet site to educate new employees on AODA as part of the onboarding process, as well as the requirement to take the Customer Service Standard Training within 45 days of hire. Ongoing e-mails are provided to new hires to remind them to take the training.
- HP Canada Co. AODA Website created with required materials and posted for the public.
- Filing the AODA Customer Service Standard Certification to the government via the on-line tool.
- Refinement of the AODA Accessibility Policy to include the HP Canada Co. Statement of Commitment, which was posted in December 2013.
- The HP Accessible Customer Service Standard Policy was updated in 2016.

Accessible Emergency Information

- HP Canada Co. will provide the customers and clients with publicly available emergency information in an accessible way upon request. We also provide employees with disabilities with individualized emergency response information when necessary.
Kiosks

- HP Canada Co. has taken steps to consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks as outlined in deadline requirements of January 1, 2014.
- Meetings and/or communications conducted with the internal team under the Printing and Personal Systems Group (PPS), who is responsible for HP Kiosks, to educate on AODA kiosk requirements under the legislation, actions required both as a private sector employer and when HP manufactures in the future. These communications included what clients, regardless of sector, may be seeking in going forward and have regard to accessible kiosks. The Accessibility & Aging office provides design requirements to the business team who is responsible for kiosks as part of their role. Under this requirement, “have regard to” means that organizations must consider what accessibility features they could build into their kiosks to best meet the needs of their customers and clients. Organizations should strive to include accessibility features where possible, and consider the accessibility needs, preferences and abilities of the widest range of users.

Integrated Accessibility Standard

Training

- In 2014, HP Canada Co. provided training, appropriate to the duties, on the requirements of the accessibility standards referred to in this Regulation (Reg. 191/11) and on the Human Rights Code as it pertain to persons with disabilities to all employees in Ontario, regardless of their role, and to their managers, regardless of where they were located in the world.
- New employees are to take the training within 45 days of hire.
- In 2014, HP Canada Co. worked the appropriate external contacts to utilize the training modules as provided via the Access Forward site and Ontario Human Rights Commission. It was found the IASR courses could not be properly run in HP Canada Co.’s Learning Management System (LMS) due to the courses not being SABA version 5.4 compatible. Therefore we implemented a method for employees to take the training on the external sites and certify when completed, which is then recorded in our LMS, Grow@hp. We also worked with our internal Learning and Development, as well as Compliance organizations.

Information and Communication

It is important to meet the communication needs of people with disabilities. Where applicable under the AODA Regulations, HP Canada Co. will consult with people with disabilities to determine their information and communication needs.
An AODA Web Accessibility Core Team was established in 2012 and meeting on a regular basis (initially biweekly, now typically monthly or as required). A number of actions were completed including:

- Consulting with an external web accessibility vendor around AODA and actions to be wholly compliant.
- Review of previous internal audit data and implementing a remediation plan.
- Conducting additional internal audits of various hp.com websites which included education around AODA legislation specifically around web accessibility.
- Having an external web accessibility vendor conduct additional audits on our HP Experience Branding which included actions to fix infractions with header/footer and pattern library.
- Members of the Core Team engaging other web standards/compliance subject matter experts should related issues need addressing.

**Accessible Websites and Web Content**

As a large organization, HP Canada Co. shall continue to monitor and remediate any non-conformance of our internet websites and web content to conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and completed in accordance with the schedule set out below:

- As of January 1, 2014, new internet websites and web content on those sites conforms with WCAG 2.0 Level A.

Regular meetings, follow up actions and audits will continue with AODA Web Accessibility Core Team to ensure monitoring and compliance to be WCAG 2.0 Level AA compliant.

**Receiving and Responding to Feedback**

As a large organization, by January 1, 2015, HP Canada Co. has put in place processes for receiving and responding to feedback, where not already met by the Customer Service Standard. We shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request. Nothing in the Information and Communication section detracts from the obligations imposed under section 7 of Ontario Regulation 429/07 (Accessibility Standards for Customer Service) made under the Act. O. Reg. 191/11, s. 11 (2). (3), which HP Canada Co. already put in place for providing feedback. Additionally, through the Customer Service Standard, HP Canada Co. has already notified the public about the availability of accessible formats and communication supports. Therefore, we have completed this action.

**Accessible formats and communication supports**
As a large organization, by January 1, 2016, HP Canada Co. has put in place procedures to provide or arrange, upon request, for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner that takes into account the person's accessibility needs due to disability; and at a cost that is no more than the regular cost charged to other persons. HP Canada Co. shall consult with the person making the request in determining the suitability of an accessible format or communication support. HP Canada Co. shall notify the public about the availability of accessible formats and communication supports.

**Employment**

HP Canada Co. is committed to fair and accessible employment practices.

- Creation of this document, the first HP Canada Co. Accessibility Plan. This document will be reviewed annually and updated at least every 5 years and posted for the public to access.
- Review of existing HP Policies that currently exist in the areas of non-discrimination, equal opportunities and other areas that could adversely impact a person with a disability
- Working with appropriate internal parties to receive approval for the wording and to adopt an Organizational Statement of Commitment, as outlined in this plan and posted on the HP internet site in December 2013.

The Employment Standard, under the Integrated Accessibility Standards Regulation, requires employers to provide for accessibility across all stages of the employment life cycle. By proactively removing barriers across the employment life cycle, employers can help to create workplaces that are accessible and allow employees to reach their full potential.

As a large public sector organization, HP Canada Co. has met the Employment Standard by January 1, 2016. The areas we have/will focus upon to ensure compliance include:

**Recruitment**

We will take steps to notify the public and employees that, when requested, HP Canada Co. will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

**Recruitment, general** - An initial review of HP’s recruitment policies/documentation has been conducted. This was to identify any gaps in what the legislation requires to build a plan for compliance, and more meetings and working sessions will be held. This also allowed us to look at any internal barriers and what to do to remedy them. This work continues as part of the 3 year plan. The accommodation wording was updated in both the job postings as well as the offer letters.
HP Canada Co. shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.

**Recruitment, assessment or selection process** - During the recruitment process, HP Canada Co. shall notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used. If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant’s accessibility needs due to disability.

**Notice to successful applicants** - HP Canada Co. shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.

**Informing employees of supports** – HP Canada Co. shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability. HP Canada Co. will also provide the information required under this section to new employees as soon as practicable after they begin their employment. In addition, HP Canada Co. shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability.

**Accessible formats and communication supports for employees** - In addition to its obligations under section 12, where an employee with a disability so requests it, HP Canada Co. shall consult with the employee 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. HP Canada Co. shall consult with the employee making the request in determining the suitability of an accessible format or communication support.

**Accommodation Plans**

HP Canada Co. has taken steps to develop and implement a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

**Workplace emergency response information** - HP Canada Co. has already met the following requirements of this section since January 1, 2012.

- Creation and communication of the HP Canada Co. Individualized Employee Emergency Response Plan and Process for Employees with Disabilities. This was rolled out to all
employees and managers in Canada, not just Ontario, and is translated and posted on the HP Canada Co. Employee Health and Safety intranet site.

- Information regarding evacuation procedures are posted throughout HP facilities and the Environmental Health and Safety website has been updated, which includes contact information for Canada and what to do in the event of an emergency.
- Training is available for existing or new Fire Wardens and is conducted via on-demand training, which includes how to assist a person who requires aid in the event of an emergency.
- The Environmental Health and Safety (EHS) Canadian lead has regular communication, as needed, with those who have identified as needing assistance (for example, to let them know of an upcoming fire drill).

**Documented individual accommodation plans** – A review of HP Canada Co.’s current accommodation policy and process was conducted, the EHS Accommodation contact has been engaged around the AODA requirements, and meetings will be held to ensure compliance. The team within HP Canada Co. responsible for the accommodation process has a complete program in place to assist the employee in requesting a medical accommodation and the collection of medical documentation to confirm their need for an accommodation and to assist Human Resources and the employee’s manager in determining if and how the requested permanent accommodation can be met. Our existing global job accommodation process and local accommodation process continued to be in effect. It was furthered streamlined to add new documentation requirements and to engage our carrier as part of the process.

HP Canada Co. has already developed and has in place a written process for the development of documented individual accommodation plans for employees with disabilities and the means of providing the individual accommodation plan in a format that takes into account the employee’s accessibility needs due to disability. The team is ensuring that the process, paperwork and documentation that is currently in place is reviewed to ensure HP Canada Co. is compliant and modifications will be made as required.

**Return to work process** – A review of HP Canada Co.’s return to work process has been completed with HP Canada Co. Benefits in conjunction with our disability carrier. This was to identify any gaps in what the legislation requires to build a plan for compliance and more meetings and working sessions will be held. In 2014, the Return to Work Process in compliance with AODA was updated by the benefits team to clearly outline the return to work and accommodation process, and posted on our intranet site for employees to reference at: [https://content.int.hp.com/sites/Canada/Benefits/AODA_Legislation2014_ReturntoWorkPolicy.page](https://content.int.hp.com/sites/Canada/Benefits/AODA_Legislation2014_ReturntoWorkPolicy.page)

HP Canada Co. currently works with an external party to administer the Long Term and Short Term disability process, including a return to work plan and what accommodations may be required. HP Canada Co. has in place a return to work process for its employees who have
been absent from work due to a disability and require disability-related accommodations in order to return to work. In 2014, we worked to ensure the process is adequately documented and may do further changes. The return to work process outlines the steps HP Canada Co. takes to facilitate the return to work of employees who were absent because their disability required them to be away from work; and use documented individual accommodation plans as part of the process.

**Performance Management, Career Development and Redeployment Process**

We will appropriate steps to ensure the accessibility needs of employees with disabilities needs are taken into account in relation to our performance management, career development and redeployment processes.

**Performance management** – As HP Canada Co. uses performance management in respect of its employees, the company shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.

**Career development and advancement** – As HP Canada Co. provides career development and advancement to its employees, the company shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities. “Career development and advancement” includes providing additional responsibilities within an employee’s current position and the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them. O. Reg. 191/11, s. 31 (2).

**Redeployment** - HP Canada Co. does include redeployment as part of a Workforce Reduction (WFR) Process, however, it is a voluntary option made available to employees should they wish to continue to seek alternate jobs within the company during that time. When reviewing the definition in the regulations, HP Canada Co. currently does not use redeployment, but if it becomes part of the process in future, the company shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities. Note: “Redeployment” means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization. HP Canada Co. will engage the appropriate subject matter experts to ensure we meet the applicable regulations.

**Targets and Actions 2017 – 2021**
**Customer Service Standard**

- Ongoing training on Accessible Customer Service.

**Integrated Accessibility Standards**

- Ongoing training on IASR (General Requirements and AODA and Human Rights). We have other courses ready to roll out to employees if needed (for example, Transportation Standard).
- To update and create Corporate Policies where required for requirements of IASR.
- To adopt a Corporate Standard requirements for self-serve kiosks.
- Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities.

**Information and Communications**

**Accessible Websites and Web Content**

By January 1, 2021, all internet websites and web content must conform with WCAG 2.0 Level AA, other than success criteria 1.2.4 Captions (Live), and success criteria 1.2.5 Audio Descriptions (Pre-recorded). O. Reg. 191/11, s. 14 (4).

**Built Environment - Design of Public Spaces**

Whenever applicable, HP Canada Co. will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. As per the regulation, public spaces include:

- Recreational trails/beach access routes.
- Outdoor public eating areas like rest stops or picnic areas.
- Outdoor play spaces, like playgrounds in provincial parks and local communities.
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals.
- Accessible off street parking.
- Service-related elements like service counters, fixed queuing lines and waiting areas.

HP Canada Co. will put procedures in place to prevent service disruptions to its accessible parts of its public spaces. In the event of a service disruption, we will notify the public of the service disruption and alternatives available on the HP Canada Co. AODA website.
Other Accessibility Barriers

As HP Canada Co. works through implementing the various activities under this multi-year plan, should barriers be identified that would impact people with disabilities, HP Canada Co. will engage the appropriate parties and work to remove them in a timely manner.
**Plan Consultation**

Input on this Plan has been received from various advisors, including the Director of Human Resources, the Director of the Accessibility & Aging Office, the AODA Officer and the Diversity and Inclusion Core Team. In addition, members of HP’s Disability Network Resource Group (DNRG) serve as consultants where applicable. This team is hereby known as the Integrated Accessibility Standards Project Team (IASPT).

The IASPT has reviewed the implementation details for the requirements of the Regulation, the review of past initiatives and this multi-year plan. They will continue to apply their professional experience to address the accessibility issues and any barriers identified.

The review and input on this Plan will provide the framework for the development of the next HP Canada Co. Multi-Year Accessibility Plan.
Review and Monitoring Process

Failure to comply with the AODA regulations can result in administrative penalties as outlined in Part V: Compliance of the Integrated Accessibility Standards, Ontario Regulation 191/11.

With Human Resources approval of the Accessibility Plan, the AODA Officer or delegate(s) will monitor the progress made on the actions required in the Plan on a quarterly or more frequent basis. The AODA Officer will update the Director of Human Resources on the progress being made on the implementation of the Plan on an annual, or more frequent basis.

An updated report will be posted on the HP Canada Co. AODA website at least once every 5 years at http://www8.hp.com/ca/en/hp-information/accessibility-aging/canadaaoda.html to allow the public to access and be updated as to our progress.

Should legislative requirements change, priorities within the Accessibility Plan may also change, which will be reflected in the formal progress report.
Communication of the Accessibility Plan

Copies of this Plan will be made available on the HP’s website at http://www8.hp.com/ca/en/hp-information/accessibility-aging/canadaaoda.html with updated versions and/or progress reports being posted by December 2018, or more frequently as required.

Should alternate formats be required or should you have any questions about this Accessibility Plan, or wish to provide feedback on the Multi-Year Accessibility Plan, please contact the HP Canada Co. AODA Officer as noted below:

HP Canada Co. AODA Officer

Mail: 5150 Spectrum Way, Suite 600  
Mississauga, Ontario  
L4W 5G2  
Canada

Email: canadaAODAofficer@hp.com

All feedback will be kept in confidence and be used to improve the way we do business. The person who provided the feedback will receive a response outlining the actions taken, as deemed appropriate, if any.
Appendix – Additional information about Types of Disabilities, Barriers as well as Myths and Realities about People with Disabilities

Disability Defined

For purposes of AODA (as taken from the Accessibility for Ontarians with Disabilities Act, 2005), “disability” means:

(a) 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,

(b) a condition of mental impairment or a developmental disability,

(c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,

(d) a mental disorder, or

(e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”).

Understanding Disabilities

Information below are mainly extracted from the Access Forward website and Ontario Human Rights Commission.

When we think of disabilities, we tend to think of people who use wheelchairs and who have physical disabilities that are visible and obvious. But disabilities can non-visible. We can’t always tell who has a disability. A disability can be temporary or permanent, and many of us will experience a disability at some point in our lives.

See below for examples of various types of disabilities:

• Vision Loss - Visual disabilities reduce a person’s ability to see clearly.

• Hearing Loss - There are many degrees of hearing loss. A person may be deaf, oral deaf, deafened or hard of hearing.
• Deaf-Blind - A person who is deaf-blind has some degree of both vision and hearing loss.
• Physical or Mobility - There are many types and degrees of physical disabilities. Not all physical disabilities require a wheelchair.
• Speech or Language - Some people have problems communicating. It could be due to cerebral palsy, stroke, hearing loss or another condition.
• Mental Health - Mental health disability is a broad term for many disorders that can range in severity. It is not as visible as many other types of disabilities. Examples include depression or acute mood swings, anxiety due to phobias or panic disorders, or hallucinations. It may affect a person's ability to think clearly, concentrate or remember things.
• Intellectual or Developmental - These disabilities can mildly or profoundly limit a person's ability to learn, communicate, do everyday physical activities or live independently.
• Learning - Learning disabilities refers to a range of disorders. They can affect how a person acquires, organizes, expresses, retains, understands or uses verbal or non-verbal information.

**Barriers**

Some people see disabilities as the barrier, but actually it's the environment that presents the barriers.

When you think about accessibility, it's important to be aware of both visible and non-visible barriers. Below are some examples of the different types of barriers to accessibility.

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<tr>
<th>Barriers to Accessibility</th>
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<tr>
<td><strong>Type of barriers</strong></td>
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| **Attitudinal** barriers stem from the way people think or behave. They can be based on stereotypes or simply a lack of understanding. | • thinking that people with disabilities are inferior  
• assuming that a person who has a speech impairment can't understand you |
| **Information or communications** barriers make it difficult for people to receive or give information. | • print is too small to read  
• websites that can't be accessed by people who are not able to use a mouse  
• signs that are not clear or easily understood |
**Technology** barriers occur when a technology can't be modified to support various assistive devices.

- a website that doesn't support screen-reading software

**Systemic** barriers are an organization's policies, practices or procedures that discriminate against people with disabilities.

- a hiring process that is not open to people with disabilities

**Architectural and physical** barriers are features of buildings or spaces that cause problems for people with disabilities.

- hallways and doorways that are too narrow for a person using a wheelchair, electric scooter or walker
- counters that are too high for a person of short stature
- poor lighting for people with low vision
- doorknobs that are difficult for people with arthritis to grasp
- parking spaces that are too narrow for a driver who uses a wheelchair
- telephones that are not equipped with telecommunications devices for people who are Deaf, deafened or hard of hearing

Here are general tips to keep in mind when serving people with disabilities:

- Ask before you help. Don't assume the person needs it.
- If you're not sure what to do, ask your customer, “How can I help you?” Your customer knows if they need help and how you can provide it.
- Don’t make assumptions about the type of disabilities a person has or about what accommodation needs they may have. Your assumptions may be wrong.
- Some disabilities are not visible and customers are not required to tell you about their disabilities.
- Speak directly to your customer, not to their support person or companion.
- Take the time to get to know your customer's needs and focus on meeting those needs just as you would with any other customer.
• Listen carefully. If you're not sure what your customer is saying, confirm by summarizing or repeating what was said to you, or politely ask them to repeat it.
• Be patient. People with some kinds of disabilities may take a little longer to respond or do things.
• Use appropriate language and terminology when referring to people with disabilities.