



At Ease

**A guide to improving accessibility
in the workplace and on route for
people with invisible disabilities**

Tools, tips and resources to better serve
Ontarians living with neurological diseases,
while employers and transit services comply
with the *Accessibility for Ontarians with
Disabilities Act*.

For more information on neurological disorders and how they affect daily living, contact:

Alzheimer Society of Canada

alzheimer.ca
1.800.616.8816
info@alzheimer.ca

Epilepsy Canada

epilepsy.ca
1.877.734.0873
epilepsy@epilepsy.ca

Huntington Society of Canada

huntingtonsociety.ca
1.800.998.7398
info@huntingtonsociety.ca

Multiple Sclerosis Society of Canada

mssociety.ca
Toronto Chapter
1.416.922.6065
info@mssociety.ca

Neurological Health Charities Canada

mybrainmatters.ca
1.416.227-9700 ext. 3314
1.800.565-3000
Info@mybrainmatters.ca

Parkinson Canada

parkinson.ca
1.800.565.3000
info@parkinson.ca



©2018
Produced by Parkinson Canada



This booklet was partially funded by a grant from the **EnAbling Change Program** with the support of the Government of Ontario.

At Ease

Table of Contents

- 4** Introduction to the Booklet
- 5** Overview of Disabilities
- 5** Frequently Asked Questions
- 8** Accessibility for Ontarians with Disabilities Act (AODA)
- 8** Frequently Asked Questions
- 9** AODA Customer Service Standard

Introduction

Some international studies have estimated that up to 40% of all people with disabilities have **invisible disabilities**. Over 90% of people with chronic medical conditions live with a condition that is invisible. These people do not use a cane or any visible assistive device and appear as if they do not have a medical condition. Although the disability creates a challenge for the person who has it, the reality of the disability can be difficult for others to recognize or acknowledge.

40%
of people with
disabilities have
invisible disabilities.

People living with invisible disabilities face many barriers as they go about their daily lives. With this booklet, we will shed some light on them and how best to remove barriers in the workplace and on transit systems.

This booklet contains information for transit agencies seeking to remove barriers to better accommodate people with invisible disabilities. There is also information for employers that have or may hire people with disabilities.

AODA

These considerations were guided by the *Accessibility for Ontarians with Disabilities Act (AODA)*. Ontario was the first province in Canada and one of the first jurisdictions in the world, to enact specific legislation establishing goals and time frames for accessibility.

This booklet introduces you to the AODA. It also provides answers to **frequently asked questions** as well as a **glossary of definitions**. Toward the end, you will find contact information for other organizations that help remove barriers for individuals living with neurological conditions.

Overview of Disabilities

At some time in a person's life, they likely have or will experience a disability. Some are temporary; others are permanent. And disabilities are not always obvious. The laws in Ontario protect the rights of people with disabilities so that they may continue to participate in their communities and in their activities of daily living. The following are some frequently asked questions related to disabilities in Ontario.



Frequently Asked Questions

What is considered a disability?

The **Ontario Human Rights Code** (OHRC) defines disabilities by the following criteria:

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 coordination, 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.

What is an invisible disability?

Also known as a **hidden disability**, it is a disability that is not immediately obvious to onlookers and may go unnoticed under most conditions and situations. It may not be noticeable in the person's speech, behaviour or mobility. However, in given situations and under specific conditions, a person with an invisible disability still experiences barriers.

Here are a few examples:

Example:

Roberto has Parkinson's disease. During meetings at work, everyone is expected to take part in the discussions and provide input. When it's his turn, his speech is soft, slow and occasionally, he has trouble finding the right words. Others attending meetings lose patience and form the opinion that he is either stupid or has come to the meeting unprepared. He senses this and it causes him distress, further worsening his symptoms.

Example:

Hamid has a back condition. He appears fine while sitting at his desk working on his computer. He takes frequent breaks during which he performs prescribed stretching activities. His coworkers are unaware of his needs and view him as lacking focus and not working as hard as they do. This affects his relationships with them.

Example:

Katarina has a severe and chronic respiratory illness. It affects how far she can walk without experiencing a lack of oxygen (hypoxia) and feeling like she is about to faint. At work, she must walk through a very long warehouse to the foreman's office to pick up mail. She needs the job, and experiences severe anxiety each time a pick-up has to be made. Her health is being affected.

Example:

Graham has multiple sclerosis. He occasionally experiences balance and walking issues. He is at risk of falling and injuring himself when he has to stand up during his commute. When he uses the courtesy/priority seating, other riders who cannot perceive his disability give him severe looks as if to judge him. This makes him uneasy and anxious.

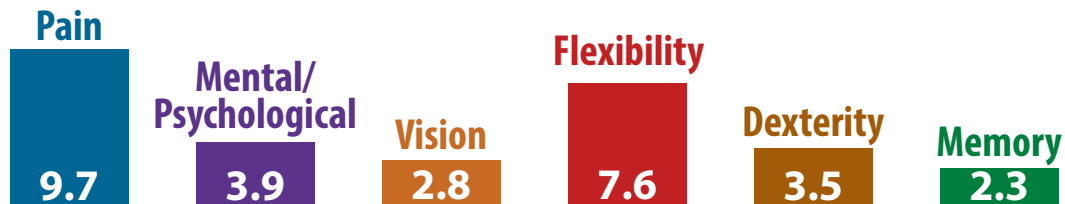
Are neurological disorders considered a disability?

Neurological disorders are diseases that affect the central and peripheral nervous systems, including the brain, the spinal cord and the nerves that connect them to the rest of the body. There are hundreds of conditions that fall into this category, including multiple sclerosis (MS), Parkinson's disease, epilepsy, Huntington's disease, Alzheimer's disease, stroke, traumatic or acquired brain injuries and many others.

People with these conditions face various accessibility barriers.

What are the main types of invisible disabilities?

According to **Statistics Canada's Canadian Survey on Disability (CSD, 2012)**, some of the most common **invisible** disabilities, as a percentage of the total population, include:



These figures are in alignment with the federal **Human Resources and Skills Development** (now known as *Employment and Social Development Canada* or *ESDC*) report on types of disabilities common in Ontarians. The report demonstrates that challenges with agility, pain, vision problems, memory issues, communication and emotional disabilities top the list of unseen disabilities.

Some international studies have estimated that up to 40% of all people with disabilities have invisible disabilities (Matthews & Harrington, 2000). These studies have also shown that if it cannot be seen, then it will likely be misunderstood and, ultimately, not accommodated. See Resources section, page 34.

Can you have both visible and invisible disabilities?

Yes. In fact, it is common for people with certain types of visible disabilities to also have some type of invisible disability.

Example:

Mark has multiple sclerosis and uses a wheelchair for mobility and could also have invisible disabilities such as chronic fatigue, pain and heat intolerance, and experiences some level of cognitive impairment. He experiences fewer issues early in the day, and finds they worsen with exertion and as the day goes on.

Example:

Gina has Parkinson's disease and experiences tremors, and difficulties walking. She also experiences unseen symptoms such as chronic pain, slowed or slurred speech, sensory dysfunctions, cognitive changes, mood disorders, and sleep issues. Gina manages her symptoms well enough most days. If late in taking a dose of her medications, she will have symptomatic setbacks and it may take her much longer to get back to a more managed state.

Do people with disabilities have unique challenges?

Everyone has varying challenges and abilities. Accommodations or modifications help facilitate a person's ability to manage their activities of daily living, including work responsibilities.

What are accommodations or modifications?

An accommodation is an implemented plan that is designed to meet the specific needs of a person with a disability. It may be a change to their working location, the number of hours they work, or the manner in which their professional development and training are delivered. Or something simpler like modifications to the height of their desk, the chair they sit on, the size of the computer monitor they use, the devices they use, the format of the documentation they require, or whether they stand or sit while working.

The best way to determine appropriate accommodations is by asking the individual who discloses a disability what they specifically need.

What is an accessibility barrier?

Barriers to accessibility come in many forms. Just like disabilities, some are visible and others are hidden. They can be objects, structures, systems, physical designs, patterns, communications, and attitudes. Barriers are any obstacles that keep a person from participating fully at work and in their communities. Many barriers are preventable. Some are easy to take down.

Accessibility for Ontarians with Disabilities Act (AODA)

Protection of the rights of people with disabilities starts with the removal of barriers and the creation of accessibility on multiple levels. In Ontario, this is done through the *Accessibility for Ontarians with Disabilities Act*. The following questions and answers will more shed light on this legislation.



Frequently Asked Questions

What is the AODA?

The *Accessibility for Ontarians with Disabilities Act* of 2005 is legislation designed to ensure that people of all abilities have an equal opportunity to fully engage and participate in everyday life here in Ontario, including, but not limited to going to work, school and other activities.

Who does the AODA apply to?

It applies to organizations that have one or more employees and provide goods or services in Ontario, including all levels of government, nonprofit and private sector businesses.

What are accessibility standards?

Accessibility standards are laws that government, businesses, nonprofits and public sector organizations must follow to become more accessible. The *Integrated Accessibility Standards Regulation* (IASR) includes all of the following:

1. *Customer Service Standard*
2. *Employment Standard*
3. *Information and Communications Standard*
4. *Transportation Standard*
5. *Design of Public Spaces Standard*

The standards contain timelines for compliance and help organizations prevent and remove barriers to accessibility for people with disabilities.

For the purposes of this booklet, we will be touching upon the **Customer Service Standard**, and then looking at the **Employment and Transportation Standards** in a little more depth so we can provide the information and help necessary for a greater understanding of the needs of people with invisible disabilities.

AODA Customer Service Standard

The *Customer Service Standard* requires businesses and organizations to provide accessible customer service to people with disabilities. It also requires them to train their employees on the provision of accessible customer service and how to respectfully and effectively interact with people with various disabilities—visible and invisible.

Attitudes, for example, cannot be seen, yet can create barriers when they are based on stereotypes, learned behaviours or a lack of awareness and understanding.

The *Customer Service Standard* requires all organizations to:

- Set up policies on the provision of accessible customer service to people with disabilities
- Integrate the principles of equal opportunity, dignity and independence into these policies

- Ensure that these policies are enforced and consistent across the organization
- Make these policies available in accessible formats when requested

The **Standard** also requires organizations to:

- Accommodate the disability as it relates to communications of any kind;
- Permit the use of, and in some cases provide, assistive devices for accessing goods and services;
- Permit service animals into all public areas of an organization (e.g., a restaurant) except where prohibited by another law (e.g., in the kitchen of a restaurant);
- Allow support people to accompany people with disabilities and inform them in advance of any limitations, safety issues or costs related to that;
- Notify those accessing their goods or services of any accessibility limitations (e.g., bathroom under construction), or service disruptions (i.e., how long the disruption is expected to last and what accessible alternatives are available);
- Provide an accessible means of receiving complaints or feedback and identify how responses will be provided; and
- Train all employees on the provision of customer service to people with various disabilities.

When it comes to neurological conditions, you may not be aware that a person has any type of disability unless they tell you. In order to provide them with respectful and appropriate customer service, you can practise these simple techniques:



Remain calm and reassuring

Make no assumptions about their capabilities

Listen carefully to their concerns and needs

Allow enough time for them to properly express their thoughts (they may speak more quietly, slowly or take more time to respond to questions)

Limit distractions and interruptions (their concentration can be hindered by them)

Provide information or instructions in short, concise sentences (this makes it easier to put to memory and recall)

Summarize what you hear to confirm correct messaging has been received

A photograph of three people in a warehouse or office setting. On the left, a man with grey hair and a beard, wearing a white shirt and a yellow safety vest, is looking down. In the center, a woman with dark curly hair, wearing a light-colored blazer, is looking at a computer screen. On the right, a man with dark hair, wearing a blue blazer over a green and white checkered shirt, is also looking at the screen. The background shows warehouse shelving with various items.

At Ease

**A guide to improving accessibility
in the workplace for people with
invisible disabilities**

Tools, tips and resources to better serve
Ontarians living with neurological diseases,
while complying with the *Accessibility for
Ontarians with Disabilities Act*.

For more information on neurological disorders and how they affect daily living, contact:

Alzheimer Society of Canada

alzheimer.ca
1.800.616.8816
info@alzheimer.ca

Epilepsy Canada

epilepsy.ca
1.877.734.0873
epilepsy@epilepsy.ca

Huntington Society of Canada

huntingtonsociety.ca
1.800.998.7398
info@huntingtonsociety.ca

Multiple Sclerosis Society of Canada

mssociety.ca
Toronto Chapter
1.416.922.6065
info@mssociety.ca

Neurological Health Charities Canada

mybrainmatters.ca
1.416.227-9700 ext. 3314
1.800.565-3000
Info@mybrainmatters.ca

Parkinson Canada

parkinson.ca
1.800.565.3000
info@parkinson.ca



©2018
Produced by Parkinson Canada



This booklet was partially funded by a grant from the **EnAbling Change Program** with the support of the Government of Ontario.

Table of Contents

Employment

14	AODA Employment Standard
14	Overview
16	The Rights of Employees with Disabilities
17	The Obligations of Employers
17	Disclosing a Disability
18	Table 1: Advantages of Disclosure to Employers
19	Accommodations & Customizations
19	Benefits to the Employer
20	Accessible Employment in Ontario
20	Tips for Employers
21	Table 2: Barriers to Access

AODA Employment Standard

Overview

The AODA *Employment Standard* is designed to support employers in providing accessibility throughout the entire employment cycle—from sourcing and hiring, to employing and developing.

The criteria are applied to:

Paid employees	Seasonal or non-seasonal	Full-time or part-time	Apprenticeships
----------------	--------------------------	------------------------	-----------------

The criteria do **not** apply to volunteers and unpaid staff.

In this booklet, you will find information for both potential employees as well as some information for potential employers of people with disabilities.

People with disabilities are an untapped resource and have much to contribute to society and our economy. Improving employment accessibility for people with disabilities in Ontario is also good for our economy.

False impressions still exist about employees with disabilities. They include preconceived views that employees with disabilities may be:

- Less productive
- Less knowledgeable
- Less likely to go above and beyond expectations
- Harder to dismiss for underperformance
- Costly to hire and accommodate

43%
of people with
disabilities have post-
secondary credentials

There are plenty of reasons to hire someone with a disability. Many people with disabilities have very strong, marketable abilities; they are highly motivated and willing to work; and have been very committed and loyal employees.

There are almost 47,000 students with disabilities enrolled in colleges and universities Ontario. In fact, 43% of people with disabilities have post-secondary credentials (McCloy & DeClou, 2008). This represents a highly-skilled yet under-utilized pool of individuals that could supply the workforce demand that exists today.

The Ontario labour force needs workers, according to numerous sources, including the Ontario Ministry of Finance and Statistics Canada. There is a growing gap between the number of people retiring from the labour force and those entering. And this gap is set to widen in the next few years.

Many employers are experiencing issues filling job vacancies already. Ontario is set to face a shortfall of over 360,000 workers by 2025, and that number will more than double by the year 2030, according to a report by the Conference Board of Canada (2007) prepared for Ontario's Workforce Shortage Coalition.

Employing people with disabilities would further assist in filling the gap of qualified candidates in the province, especially in sectors that are set to see deficits in the coming years. They include the following:

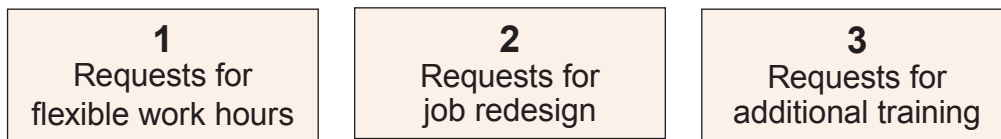
1. Financial Services where 33.3% of the labour force is set to retire by 2020
2. Information and Communications Technology where a need of an additional 106,000 workers was identified
3. Hospitality and Tourism where there will be an employee shortfall of 10% by 2025

In Ontario, 97% of businesses have 100 or fewer employees. These businesses faced challenges when attempting to find qualified personnel, with 29% reporting that positions were left unfilled for up to 18 months.

FACT: Hiring someone with a disability costs less than you might think, and may not increase employment costs at all.

According to the Job Accommodation Network, 57% of employees with disabilities cost their organizations nothing to accommodate; while an additional 36% required a minimal, one-time expense of \$500 to accommodate.

Requests for employment accommodations typically fall into three simple categories:



These requests are easy, simple and affordable to fulfill. Flexibility and support may be things that many employees ask for at some time or another in their careers.

“ Most importantly, we learned the satisfaction of our own success does not compare to the joy of making another person successful. ”

~ Randy Lewis, Direct Employers Association Blog (directemployers.org), April 2016

How can I hire someone with a disability?

Hiring someone with a disability is easier than you may think. You can do it by incorporating some of the information that has been provided in this booklet (See “Employer Obligations” section on page 17 and “Tips for Employers” on page 20) to implement accessible hiring practices.

You can also register your organization or company with networks that connect employers with candidates that have disabilities. Some of these networks have the added benefit of being free. One such forum, known as “Magnet” (<https://magnet.today/> or www.discoverability.network), is a network—led by Ryerson University and supported by the Ontario Chamber of Commerce—that provides people with disabilities targeted connections to employers who will hire them based on their job suitability. It also acts as a means for employers to source out talent from a labour force that is yet untapped. For more information about Magnet and how it works, watch *Tim’s Story* on Vimeo (<https://vimeo.com/158116052>).

Finding the right person for the right job can be challenging. Think of non-traditional sources for candidates. Seek candidates who will bring suitable skills, applicable knowledge and empathetic perspectives to potential roles. You may discover that a person with a disability brings a fresh and unique outlook and a well-developed appreciation for the diversity of needs in the workplace.

The Rights of Employees with Disabilities

Job applicants and employees with disabilities have rights under the *OHRC* that allows them equal opportunity to apply for and maintain jobs. They include the right to have materials and information provided to them in accessible formats which include digital, Braille, audio, large print, captioning and text transcriptions.

Further to that, applicants and employees can request communication supports including notes and letters; being read the information; repeating, clarifying or restating of information; assistive learning systems for training or development; devices that screen read or speak out; and American Sign Language (ASL) translators.

During the recruitment process, applicants with disabilities can request accommodations for their disability and should receive those accommodations, especially if the organization is one with 50 or more employees. They are also to be notified of any policies for accommodations should they be successful in acquiring the job.

The Obligations of Employers

Employers in Ontario have several obligations within the AODA that they must meet. Please refer to the **Employer Obligations and Employee Rights** table in the appendices of this booklet. Use this table to check off the obligations and requirements being met.

Disclosing a Disability

Invisible disabilities can go unnoticed and undisclosed for a time. If the employee chooses not to disclose their needs, an employer will not have the opportunity to understand those needs and to provide appropriate accommodations.

According to a report by Baldrige and Swift (2013), people with invisible disabilities often do not disclose their conditions to their employers, especially if they are young and have recently acquired the disability. Findings from a survey done in 2011 by Jonathan Fridhandler, on employees with Parkinson's, indicated that as much as 38% of respondents waited more than six months after diagnosis to disclose to their employers. Fridhandler postulated that this may be due to a lack of knowledge regarding their rights to accommodations or fear of discrimination if they did disclose.

Factors such as these place pressure on the employee to try to manage their disability alone. It is the employee who then accommodates themselves to prevent exposure of their disability to their employer. Unaware of the disability, the employer may come to view the employee in an unfavourable light.

A person with a disability does not have to disclose the specifics of their disability to their employer. Furthermore, if a disability is disclosed and the person asks that it be kept confidential, it must be kept private.

Employers can do their part by establishing a workplace culture and practices that prevent situations like this. They can:



- Learn** more about invisible and visible disabilities
- Access** information on how to hire people with disabilities
- Be transparent** and inform all employees about the accessibility and accommodation policies of their organization
- Remove** any accessibility barriers in the workplace
- Encourage** safe disclosure for employees with invisible disabilities
- Provide** awareness training related to visible and invisible disabilities

Create and nurture a culture of understanding, tolerance and inclusion

Discover how your organization can engage diverse talents

Seek guidance and information from relevant organizations on how to accommodate specific invisible disabilities

Contact Ontario's Ministry of Seniors and Accessibility for more information

Table 1: Advantages of Disclosure to Employers

Permits the implementation of an accommodation plan which promotes continuation of work.
Provides legal protection from discrimination and enforces human rights.
Ensures the person with an invisible disability receives the support they need to successfully perform the responsibilities of their job.
Sets expectations for people with an invisible disability and employers.
Ensures that the accommodation plan is revisited as needs change and some accommodations are no longer effective.
Reduces stress and the energy spent hiding the accessibility needs for the person with an invisible disability.
Allows the person with an invisible disability to plan their career decisions and take steps towards them.
Presents an opportunity to assess and discuss health insurance and related benefits.
Provides more transparency and freedom to address changing needs or unexpected circumstances.
Improves the self-image and confidence of the person with an invisible disability.
Allows the engagement of other support professionals such as HR, employment service providers, and skills development professionals.
May increase the comfort level of the person with an invisible disability as it relates to any stigma they may have felt as a result of their disability.

Adapted from *Workplace Accommodation of Persons with Invisible Disabilities: A Literature Review*, by Michael J. Prince, Prof. of Social Policy, Faculty of Human and Social Development, University of Victoria, B.C.

It is important for employers to appreciate the experience of people with invisible disabilities. With this knowledge, employers can create inclusive cultures in their respective organizations. That way, everyone can benefit from the sum of the contributions that people with invisible disabilities can provide to their workplace (and the broader workforce), their communities and the province.

Accommodations and Customizations

There are many accommodations that will enable people with disabilities to be successful in their job. No one accommodation plan fits all. Solutions ought to be based on the specific needs of each employee with a disability for their specific job duties and responsibilities.

Typically, when you hire someone with a disability, they are required to take on the responsibilities of a given role as defined by the job description. However, a job or role is sometimes customized to the specific abilities of the individual. The job requirements can be altered to match the employee's current abilities and strengths as long as this fulfills the employer's business needs.

Benefits to the Employer

There are many benefits to accommodating an employee's needs on the job. They include, but are not limited to:

- Employee retention
- Employee job satisfaction
- Employee attendance and productivity increase; and
- Employee professional growth
- Reduced costs related to a new hire, including:
 - Recruitment
 - On boarding
 - Training
- Reduced insurance costs
- Improved employer/employee relationship
- Improved company culture and morale
- Increased company inclusion and tolerance
- Increased productivity and profitability

Organizations can benefit from a more positive overall culture of the organization, better employee morale and better employer-employee relations across the board.

Accessible Employment in Ontario

It is anticipated that there will be more and more people with disabilities, and many with invisible disabilities. Employing, retaining and safely transporting people with disabilities to work and other activities of daily living is good for business, good for the province, and good for our society. Benefits can be enjoyed across both economic and cultural sectors, and will help build a stronger and more inclusive society in this province.

Tips for Employers

The Government of Ontario wants employers to remove barriers for job seekers with disabilities. Here are some tips on how to create an inclusive and tolerant work environment as adapted from *Hiring Qualified Workers with Disabilities* (2010), *One Voice Network* of York Region:

Provide training and education on accessibility in formats that meet the needs of all employees

Support any staff with known or disclosed disabilities

Accommodate as appropriate

Address any misconceptions and manage perceptions

Promote overall health and safety in the workplace

Barriers create unnecessary problems in the workplace. Here are some examples and possible methods by which employers can remediate situations and take down accessibility barriers. Remember, there is no one accommodation that can meet the needs of every person with a disability. Address each need on an individual basis.

Table 2: Barriers to Accessibility

Examples	Possible Remediation
Attitudinal	
<ul style="list-style-type: none"> • Employer has had experience with a previous employee who claimed to have “back issues” who stopped performing most of his job duties and coworkers had to “pick up the slack” • He came to believe that back issues were a common excuse to avoid doing heavy work • Employer was unaware that he would look for affirmations of his beliefs 	<ul style="list-style-type: none"> • Recognize the need to assess each situation independently • Recognize preconceived notions and beliefs that may be impacting attitudes • Consciously assess influencing factors • Provide opportunities for coworkers and team members to learn more about disabilities and accessibility
Communication / Information	
<ul style="list-style-type: none"> • Instructional manuals are in hard copy and have very small font size 	<ul style="list-style-type: none"> • Produce and provide accessible documentation in various formats including hard copy and digital • Ensure language is simple and clear
Physical / Architectural	
<ul style="list-style-type: none"> • An organization has just reorganized the desks in their office • They have added several more work spaces to accommodate staff increases • This has narrowed the aisles between the desks and is creating problems for an employee who relies on a rollator to walk 	<ul style="list-style-type: none"> • Address accessibility and safety issues prior to reorganization • Reorganize the desks in a manner that provides ample access for all employees

Table 2: Barriers to Accessibility (continued)

Examples	Possible Remediation
Systemic	
<ul style="list-style-type: none"> • As a result of his invisible disability an employee needs to take frequent but much shorter breaks • His organization states that employees can only take two fifteen— minute breaks at specific times each day • The employee feels embarrassed to speak to his manager about his needs 	<ul style="list-style-type: none"> • Reassure the employee that their contributions to the organization are valued • Advise them that anything discussed will be kept confidential • Discuss their needs and work with him to come up with an agreeable solution • Manage coworkers' perceptions without breaking confidentiality
Technological	
<ul style="list-style-type: none"> • An employee with low vision is having difficulty using the new software application for customer orders • Using the computer aggravates her vision and causes her to experience headaches • Her employer refuses to allow her to use the paper forms • She feels frustrated and helpless 	<ul style="list-style-type: none"> • Review and separate out essential and non-essential job duties • Discuss accommodations that would work for both parties • Ask a coworker to enter in the information from the paper forms • Check in with the employee to ensure they are on track and the accommodations are working • Make any revisions to the accommodations as necessary

Hiring someone with any type of disability should not be onerous. We hope the information in this booklet has provided you with a starting point from which to create accessible employment opportunities within your organization; and we encourage you to discover the benefits of hiring a highly motivated and loyal employee with a disability.

At Ease

**A guide to improving
accessibility on
route for people with
invisible disabilities**



Tools, tips and resources to better serve
Ontarians living with neurological diseases,
while complying with the *Accessibility for
Ontarians with Disabilities Act*.

For more information on neurological disorders and how they affect daily living, contact:

Alzheimer Society of Canada

alzheimer.ca
1.800.616.8816
info@alzheimer.ca

Epilepsy Canada

epilepsy.ca
1.877.734.0873
epilepsy@epilepsy.ca

Huntington Society of Canada

huntingtonsociety.ca
1.800.998.7398
info@huntingtonsociety.ca

Multiple Sclerosis Society of Canada

mssociety.ca
Toronto Chapter
1.416.922.6065
info@mssociety.ca

Neurological Health Charities Canada

mybrainmatters.ca
1.416.227-9700 ext. 3314
1.800.565-3000
Info@mybrainmatters.ca

Parkinson Canada

parkinson.ca
1.800.565.3000
info@parkinson.ca



©2018
Produced by Parkinson Canada



This booklet was partially funded by a grant from the **EnAbling Change Program** with the support of the Government of Ontario.

Table of Contents

Transportation

- 26** AODA Transportation Standard
- 26** Accessible Transit
 - Getting to Work or Providing Accessible Transportation for People with Invisible Disabilities
- 27** **Table 3:** Invisible Symptoms that Can Affect Travel on Public Transit
- 29** Tips for Transit Agencies and Staff

AODA Transportation Standard

Overview

The *Transportation Standard* sets out the requirements to help public transit accessible to people with disabilities. This enables people with disabilities to participate in their communities, go to work and take part in daily living.

Accessible Transit

Getting to Work or Providing Accessible Transportation for People with Invisible Disabilities

“ Personal mobility has significant and profound impacts on employment, independence, social inclusion, entertainment and full participation in one’s general community and society. ”

~ Accessible Transportation Technologies Research Initiative (ATTRI): Assessment of Relevant Research, April 2017

Although many public transit agencies and providers have accessibility policies for addressing the needs of people with disabilities, they may not be meeting the needs of people with hidden disabilities. People with neurological conditions come to depend more on public transit after they stop driving.

For people living with invisible disabilities, accessible transit services are essential. Depending on the stage of progression of their disease and their particular symptoms, they may be experiencing issues with fatigue, pain, balance, walking, and dizziness or even passing out when getting up too quickly from a seated position. All this can be experienced while the person still appears to be able-bodied. Non-judgmental service and accessible seating will be critical to their safety while travelling.

Ontario’s **Transportation Standard**—a part of the *Integrated Accessibility Standards* of the AODA—requires that all conventional



transportation services have **courtesy seating** for people with disabilities. It also requires that this type of seating be:

- | | | |
|-------------------------------------|---|---|
| <p>1.
Clearly signed</p> | <p>2.
Located close to the entrances / exits of the vehicles</p> | <p>3.
Vacated if the seating is required by a person with a disability</p> |
|-------------------------------------|---|---|

Furthermore, every transit agency must develop a means of effectively communicating this requirement to inform the public and its staff of the purpose of the courtesy seating. However, in the event that the courtesy seating is needed and is not being vacated by someone without a disability, operators are not required to step in and ask people to give up their seats. This presents many challenges for people with invisible disabilities in particular, especially if they find themselves in a situation where they may require courtesy or priority seating, as it is sometimes known, and someone without a disability is occupying it.

Please refer to the appendices of this booklet for a “Sample Sign for Accessible Seating” that may help prevent barriers to accessible seating on public transit.

The following chart will also be helpful to transit agencies and their staff. It can be utilized to shed light on the needs of people with these conditions, identify potential and existing barriers, supplement paratransit applications and streamline processes, and improve overall service to people with invisible disabilities related to neurological conditions.

Table 3: Invisible Symptoms That Can Affect Travel on Public Transit

Parkinson's Disease	Multiple Sclerosis	Other Neurological Symptoms
Rigidity / Stiffness	Imbalance	Seizures
Dizziness	Vertigo / Dizziness	Irritability
Akinesia / Bradykinesia (inability to move, or slowed movement)	Difficulty walking	Difficulty with memory or new information
Fatigue	Fatigue (can be debilitating)	Dyskinesia (involuntary jerking or writhing)
Postural instability	Muscle weakness	Dystonia (involuntary muscle contraction)
Orthostatic hypotension (sudden drop in blood pressure upon standing, causing falling / fainting)	Spasticity	Impulse control issues
Pain	Pain	Obsessive thought processes
Slowed / Slurred speech	Slowed / Slurred speech	Speech impediments
Mood disorders	Heat intolerance	Slowed mental processing
Vision problems (blurring, double vision, eye strain and dry eyes)	Vision problems (Optic neuritis which presents as a sudden blurring or loss of vision)	Daytime sleepiness
Cognitive changes	Cognitive changes	
Masked face	Numbness / Tingling in limbs	

Many people with neurological disorders may experience a decline in cognitive ability over time. Planning out and executing a trip by conventional public transportation can be hard and even hazardous. They may not be able to negotiate transfers, for example, from one subway line to another; one bus route to another. They may become lost and experience fear and anxiety. This may compound other symptoms and disabilities resulting in a crisis.

As neurologically based disabilities worsen, the need for door-to-door transportation services increases and other challenges rise to the surface. Some challenges include:

- No consistent and established criteria from one specialty transit service to another.
- Not all invisible disabilities are accepted as disabilities by all agencies.
- Some people with invisible disabilities may meet the criteria for using one agency's service, but not another.
- When transferring from one municipality to another, a person with an invisible disability may have to switch to another means of transportation in order to get to where they need to go.

Tips for Transit Agencies and Staff

The Government of Ontario wants to make public transit more accessible for people with invisible disabilities and they want to remove any barriers that may exist. Here are a few ways transit agencies and their employees can make this goal a reality:



Provide education and training for all staff in accessible formats

Learn more about disabilities, and in particular, invisible or hidden disabilities

Share this information with your colleagues and with others who wish to know

Look for signs that a transit rider may have an invisible disability that may affect their safety while riding on public transit

Remind passengers of the purpose of courtesy and priority seating

Offer assistance if a situation presents itself

Discover ways to bring attention to hidden disabilities and their impact on safe travel

Collaborate with other transit agencies to align paratransit eligibility criteria

Coordinate with other transit agencies to ensure seamless transfers from one boundary to another

Develop plans to meet the growing needs of transit riders with disabilities

We hope that you appreciate the importance and the impact of safe and accessible transportation for people with disabilities. We also encourage you to do whatever you can to make Ontario more accessible for those with invisible disabilities so they can secure employment and get to and from that job, safely and comfortably, on public transit.



Appendices and Resources

For more information on neurological disorders and how they affect daily living, contact:

Alzheimer Society of Canada

alzheimer.ca
1.800.616.8816
info@alzheimer.ca

Epilepsy Canada

epilepsy.ca
1.877.734.0873
epilepsy@epilepsy.ca

Huntington Society of Canada

huntingtonsociety.ca
1.800.998.7398
info@huntingtonsociety.ca

Multiple Sclerosis Society of Canada

mssociety.ca
Toronto Chapter
1.416.922.6065
info@mssociety.ca

Neurological Health Charities Canada

mybrainmatters.ca
1.416.227-9700 ext. 3314
1.800.565-3000
Info@mybrainmatters.ca

Parkinson Canada

parkinson.ca
1.800.565.3000
info@parkinson.ca



©2018
Produced by Parkinson Canada



This booklet was partially funded by a grant from the **EnAbling Change Program** with the support of the Government of Ontario.

Appendix 1

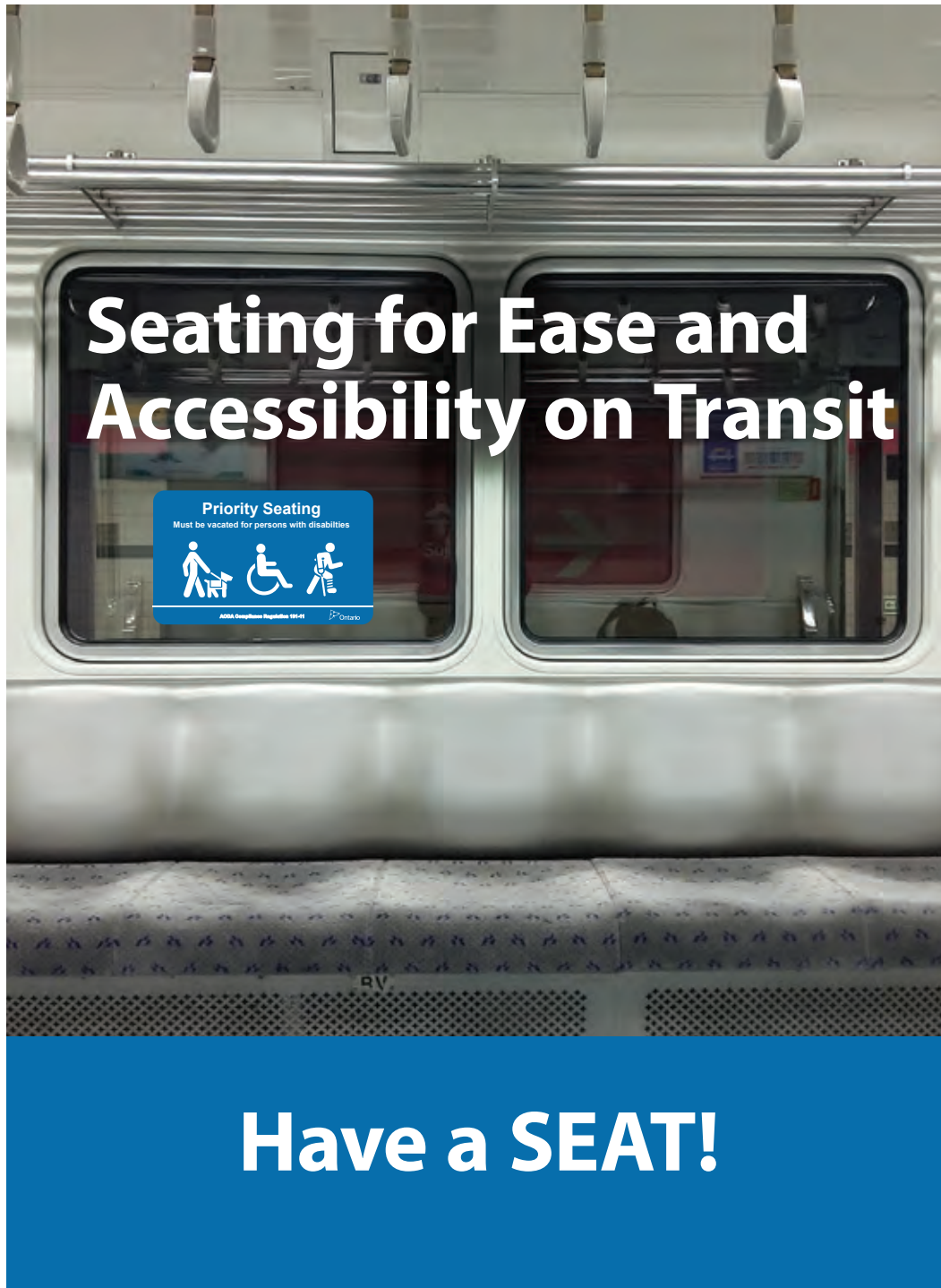
Employer Obligations and Employee Rights

Employer Obligations	What That Means To The Person With A Disability	✓
<p>Advise a potential candidate of the types of accommodations available to them during the recruitment process</p>	<p>Receive accessible communications advising of what the employer can do to accommodate accessibility needs Provided with information on the types of accommodations available to them</p>	
<p>Provide job candidates with accessible formats for application forms, questionnaires, assessments and materials they will need to apply for a job</p>	<p>Receive materials and information in a format that meets their accessibility needs during the recruitment process</p>	
<p>Develop appropriate and workable written policies* and procedures relating to accommodation plans. *Applies to organizations with 50 or more employees</p>	<p>Receive written information on the organization’s policies and procedures for accommodations in an accessible format when requested</p>	
<p>Notify successful job candidates or employees of the types of policies and scope of responsibilities that the employer has related to employment accommodations for people with disabilities</p>	<p>Acquire a better understanding of what the employer can or is willing to do to accommodate their disability</p>	
<p>Implement awareness training on the AODA and its Integrated Accessibility Standards Regulation (IASR), for all employees, including those without disabilities</p>	<p>Have the information and tools necessary to understand their rights and the rights of the employer under the AODA and their accessibility needs met</p>	

Employer Obligations	What That Means To The Person With A Disability	✓
Publish an accessible employment policy statement for the organization	Know if an organization is compliant with the Act and willing to address or accommodate accessibility needs, before applying for a job	
Distribute accessible, job-specific information to those with a disability	Have the necessary information to do a job successfully, in a format that meets their needs	
Address the expectations and methods of performance management for employees with disabilities	Receive effectively communicated performance management expectations and performance management methods that are suited to their accessibility needs	
Consider the needs of each employee with a disability as it relates to the workplace emergency response information and procedures	Have a specific workplace emergency response plan to meet the specific accessibility needs of staff	
Support the professional development and training of employees with disabilities in a way that meets their accessibility needs	Receive professional development in a way that meets accessibility needs	
Document the use and application of accessibility policies and procedures each time they are implemented	Have a record of the use and application of accessibility policies and procedures applied to their needs	
Apply the appropriate AODA, employment and human rights legislation in the development of return-to-work plans	Receive return-to-work plans that are compliant with the law	

Appendix 2

Sample Sign for Accessible Seating



To download a copy of this poster, visit the Parkinson Canada website at www.parkinson.ca

Appendix 3

Sample Sign for Accessible Seating



To download a copy of this poster, visit the Parkinson Canada website at www.parkinson.ca

Appendix 4

Suggested Questions for Paratransit Applications

Select one of the following to indicate your specialty:

- Physician / Medical Specialist and/or Occupational Therapist**
(If the applicant has been diagnosed with a cardiopulmonary condition, traumatic/acquired brain injury, Multiple Sclerosis, Alzheimer's/dementia, Parkinson's disease or other neurological condition)
- Physician / Medical Specialist and/or Occupational / Physical Therapist or other physical rehabilitation therapist**
(If the applicant has been diagnosed with a mobility disability or needs the permanent use of a wheelchair/mobility device)
- Psychologist / Psychiatrist, Counsellor, Social Worker or Psychiatric Nurse**
(If the applicant has been diagnosed with a developmental, intellectual or psychological/mood disability)
- Optometrist / Ophthalmologist**
(If the applicant has been diagnosed with a vision disability)

For the following diagnoses, please indicate the corresponding specifics:

Alzheimer's disease / Dementia

Stage 1 2 3 4 5 6 7

Parkinson's disease / Parkinsonism

Stage 1 2 3 4 5

Multiple Sclerosis

Type RRMS SPMS PPMS PRMS

TBI / ABI

Level Mild Mod Severe Profound

The above sections were adapted from portions of the "Transports Quebec Application for Admission to STM"—the City of Montreal's paratransit application (2011).

Appendix 5

Table of Abilities Affected

Please indicate the corresponding specifics relating to the applicant’s abilities:

Ability Affected or Difficulties with...	Mild	Mod	Severe	Day	Night	Perm	Temp	Periodic
Balance / Fainting								
Cognition / Exec. Function								
Dizziness / Vertigo								
Fatigue / Endurance								
Memory								
Movement (control of)								
Movement (inability to)								
Movement (weakness)								
Pain								
Postural Instability								
Seizures								
Speech / Communication								
Vision								
Walking								

The above table was adapted from a portion of the “DATS Application Form Checklist”, the City of Edmonton’s paratransit application (January 2014).

Resources

Access ON, “*A Guide to the Integrated Accessibility Standards Regulation*”, April 2014, <https://dr6j45jk9xcmk.cloudfront.net/documents/4845/guidelines-to-iasr-english.pdf>, Accessed: May-Oct, 2018

Access Talent, “*Ontario’s Employment Strategy for People with Disabilities*”, Queen’s Printer for Ontario, 2012–2018, <https://www.ontario.ca/page/access-talent-ontarios-employment-strategy-people-disabilities>, Accessed: May-Oct, 2018

Accessibility for Ontarians with Disabilities Act, 2005, <https://www.ontario.ca/laws/statute/05a11>, Accessed: May-Oct, 2018

Accessible Transportation Technology Research Initiative (ATTRI), 2017, https://www.its.dot.gov/research_areas/attri/index.htm, Accessed: May-Oct, 2018

Alzheimer’s Society of Canada, www.alzheimer.ca

Baldrige, David C & Michele L. Swift, “*Withholding Requests for Disability Accommodation: The role of individual differences and disability attributes*”, April 29, 2011, https://www.researchgate.net/publication/258154448_Withholding_Requests_for_Disability_Accommodation_The_Role_of_Individual_Differences_and_Disability_Attributes, Accessed: May-Oct, 2018

Baltman-Cord, Arielle, Andrea Holmes, “*Building Bridges: Linking Employers to Postsecondary Graduates with Disabilities*”, Ontario Chamber of Commerce, 2013, http://www.occ.ca/wp-content/uploads/BuildingBridges_online-1.pdf, Accessed: May-Oct, 2018

Chaudoir, SR & DM Quinn, “*Revealing concealable stigmatized identities: The impact of disclosure motivations and positive disclosure experiences on fear of disclosure and well-being*”; *Journal of Social Issues*, 2010, Sept: 66 (3): 570–584.

Colleges Ontario, “*A Highly Skilled Workforce: Strengthening Ontario’s Economic Advantage*”, January 2008, www.collegesontario.org, Accessed: May-Oct, 2018

Conference Board of Canada, “*Accessible Employment Practices*”, 2018, <https://www.conferenceboard.ca/accessibility/resources.aspx>, Accessed: May-Oct, 2018

Conference Board of Canada, “*Ontario’s Looming Labour Shortage Challenges*”, September 25, 2007, http://www.workforcecoalition.ca/downloads/conference_board_report.pdf, Accessed: May-Oct, 2018

Conference Board of Canada, “*Widespread Economic Benefits to be Gained from Making Workplaces More Accessible for People with Disabilities*”, Feb 23, 2018, <https://www.newswire.ca/news-releases/widespread-economic-benefits-to-be-gained-from-making-workplaces-more-accessible-for-people-with-disabilities-674936343.html>, Accessed: May-Oct, 2018

Cornell University ILR School, “*Rethinking Disability in the Private Sector: Report from the panel on labour market opportunities for persons with disabilities*”, 2012, <https://digitalcommons.ilr.cornell.edu/cgi/viewcontent.cgi?article=1564&context=gladnetcollect>, Accessed: May-Oct, 2018

Disabled World, “*Invisible Disabilities: List & Information*”, 2015, <https://www.itf-oecd.org/sites/default/files/docs/06tphguide.pdf>, Accessed: May-Oct, 2018

Discoverability Network, www.discoverability.network, Accessed: May-Oct, 2018

Diversity Discovery Project, <https://magnet.today/>, Accessed: May-Aug, 2018

Donovan, R., “*2016 Annual Report: The Global Economics of Disability, Return on Disability: Translate Different into Value*”, May 1, 2016, <http://www.rod-group.com/sites/default/files/2016%20Annual%20Report%20-%20The%20Global%20Economics%20of%20Disability.pdf>, Accessed: May-Oct, 2018

Employment and Social Development Canada, Government of Canada, <https://www.canada.ca/en/employment-social-development.html>, Accessed: May-Oct, 2018

Epilepsy Canada, www.epilepsy.ca

European Conference of Ministers of Transport, “*Improving Transport Accessibility for All: A guide to good practice*”, 2006, <https://www.itf-oecd.org/sites/default/files/docs/06tphguide.pdf>, Accessed: May-Oct, 2018

Furrie, Adele D et al, “*Willing but Unable: A population in waiting*”, June 2016, Centre for Research on Work Disability Policy, http://www.crwdp.ca/sites/default/files/Research%20and%20Publications/finalwilling_but_unable_kp_final.pdf, Accessed: May-Oct, 2018

Gibbard, Robyn, Marc Desormeaux, Priya Persaud, Ruth Write, “*The Business Case to Build Physically Accessible Environments*”, Conference Board of Canada, Feb 23, 2018, <https://www.conferenceboard.ca/e-Library/abstract.aspx?did=9434>, Accessed: May-Oct, 2018

Government of Ontario, “*Partnership Council on Employment Opportunities for People with Disabilities*”, Queen’s Printer for Ontario, 2012–2018, <https://www.ontario.ca/page/partnership-council-employment-opportunities-people-disabilities-initial-report>, Accessed: May-Oct, 2018

Government of Ontario, “*Making Access Happen: Your guide to serving on a municipal accessibility advisory committee*”, 2014, http://amcto.com/imis15/Documents/AAC%20Guide_EN.pdf, Accessed: Oct, 2018

Government of Ontario, “*How to provide accessible transportation services*”, www.ontario.ca/page/how-provide-accessible-transportation-services, Accessed: May-Oct, 2018

Hanneke, M. de Boer, Marco Mula and Josemir W Sander, “*The global burden and stigma of epilepsy*”, Science Direct (Elsevier), *Epilepsy & Behavior*, February 2008, 12:540–546.

Human Resources and Skills Development Canada, Office of the Information Commissioner of Canada (archived materials), <http://www.oic-ci.gc.ca/eng/rp-pr.aspx>, Accessed: May-Oct, 2018

Huntington’s Society of Canada, www.huntingtonsociety.ca

HR Council: Diversity at Work, <http://hrcouncil.ca/hr-toolkit/diversity-disabilities.cfm>, Accessed: May-June, 2018

Job Accommodation Network, “*Workplace Accommodations: Low Cost, High Impact*”, 2017, https://askjan.org/topics/costs.cfm?cssearch=1943086_1, Accessed: May-Oct, 2018

Martin Prosperity Institute, “*Releasing Constraints: Projecting economic impacts of increasing accessibility in Ontario*”, 2010, <http://martinprosperity.org/releasing-constraints-the-impacts-of-increased-accessibility-on-ontarios-economy/>, Accessed: May-Oct, 2018

Matthews, CK & NG Harrington, “*Invisible Disabilities*” in DO Braithwaite and TL Thompson, “*Handbook of Communication and People with Disabilities: Research and Application*”; New Jersey: Lawrence Erlbaum Associates, Inc., 2000.

McCloy, Ursula & Lindsay DeClou, “*Disability in Ontario: Postsecondary education participation rates, student experience and labour market outcomes*”, Higher Education Quality Council of Ontario, February 21, 2013, http://www.heqco.ca/SiteCollectionDocuments/At%20Issue%20-%20Disability%20in%20ON_ENG.pdf, Accessed: May-Oct, 2018

Mentor Works, “*Ontario Government Funding for Hiring Workers with Disabilities*”, June 23, 2017, <https://www.mentorworks.ca/blog/government-funding/hiring-workers-with-disabilities-funding/>, Accessed: May-Oct, 2018

Ministry of Seniors and Accessibility, <https://www.ontario.ca/page/ministry-seniors-accessibility>, Accessed: May-Oct, 2018

Multiple Sclerosis Society of Canada, www.mssociety.ca

Neurological Health Charities Canada (NHCC), www.mybrainmatters.ca

One Voice Network of York Region, “*Hiring Qualified Workers with Disabilities — A Guide for Employers*”, http://www.wpboard.ca/hypfiles/uploads/2017/05/ER-1_Employer-Guide.pdf, Accessed: May-Oct, 2018

Ontario Disability Employment Network, <https://odenetwork.com/>, Accessed: May-July, 2018

Ontario Human Rights Code, 1990, <https://www.ontario.ca/laws/statute/90h19>, Accessed: May-Oct, 2018

Ontario Human Rights Commission, “*Policy on ableism and discrimination based on disability*”, June 2016, http://www.ohrc.on.ca/sites/default/files/Policy%20on%20ableism%20and%20discrimination%20based%20on%20disability_accessible_2016.pdf, Accessed: May-Oct, 2018

Ontario’s Workforce Shortage Coalition, “*Workforce requirements: Recession and recovery*”, <http://www.workforcecoalition.ca/home.html>, Accessed: June-Oct, 2018

Paetzold, R, MF Garcia, A Colella, et al, “*Perceptions of people with disabilities: When is accommodation fair?*” *Basic and Applied Social Psychology*, 2001; 30:27–35.

Parkinson Canada, www.parkinson.ca

- Prince, Michael J, “*Workplace accommodation of persons with invisible disabilities: A literature review*”, Employment and Social Development Canada, Office for Disability Issues; 2016.
- Public Policy Forum, “*Condition chronic: How improving workplace wellness helps Canadians and the economy*”, September 2017, <http://dev.ppforum.ca/sites/default/files/Condition%20Chronic%20Report-EN.pdf>, Accessed: May-Oct, 2018
- Salah, Hadi, Hyun-Duck Chung, “*Towards an Accessible Future: Ontario Innovators in Accessibility and Universal Design*”, MaRS Market Insights, February 2013, <https://www.marsdd.com/wp-content/uploads/2014/01/Towards-an-Accessible-Future-Ontario-Innovators-in-Accessibility-and-Universal-Design1.pdf>, Accessed: May-Oct, 2018
- Statistics Canada, “*Canadian Survey on Disability*”, 2012, <https://www150.statcan.gc.ca/n1/pub/89-654-x/89-654-x2015001-eng.htm>, Accessed: May-Oct, 2018
- Statistics Canada, “*Canadian Survey on Disability Reports*”, Tables 89-654-X, <https://www150.statcan.gc.ca/n1/en/catalogue/89-654-X>, Accessed: May-Oct, 2018
- Statistics Canada, “*Persons with Disabilities and Employment*”, 2014, <https://www150.statcan.gc.ca/n1/pub/75-006-x/2014001/article/14115-eng.htm>, Accessed: May-Oct, 2018
- Steinfeld, Aaron et al, “*Modality preference for rider reports on transit accessibility problems*”, Transportation Research Board 2010 Annual Meeting, Washington, DC: Transportation Research Board, 2010.
- Turenicz, Sean, “*The intersection between human rights and transportation: Accessibility to transportation for people with disabilities*”, 2017.
- Wafer, Mark, “*Rotary at Work: Don’t Lower the Bar*”, April 2014, <https://rotaryatwork.com/dont-lower-bar-whitepaper-mark-wafer/>, Accessed: May-Oct, 2018
- White, CP, MB White & CS Russell. *Invisible and visible symptoms of multiple sclerosis: Which are more predictive of health distress?* Journal of Neuroscience Nursing, April 2008, 40 (2): 85–95, 102.

For More Information on Accessibility

Ministry for Seniors and Accessibility

<https://www.ontario.ca/page/ministry-seniors-accessibility>

Toll Free: 1.888.910.1999

TTY: 1.800.387.5559

Local: 416.326.7076

Address: 777 Bay Street, Suite 601C, Toronto, ON M7A 2J4

Government of Ontario: People with Disabilities

www.ontario.ca/page/people-disabilities

Toll Free: 1.800.267.8097

Local: 416.326.1234

211-Ontario

<https://211ontario.ca/>

Tel: 2-1-1

Toll Free: 1.888.340.1001

Government of Ontario:

How to Provide Accessible Transportation Services

www.ontario.ca/page/how-provide-accessible-transportation-services

Discoverability Network for Employers/Employees

www.discoverability.network

Email: louiedipalma@occ.ca

Employment Access—Employment Ontario

www.disabilityaccess.org

Toll Free: 1.866.969.9734 (EmpAcc—Mississauga)

Toll Free: 1.800.270.3861 (EmpAcc—Brampton)

Local: 519.938-7900 (EmpAcc—Orangeville)

Email: empacc@disabilityaccess.org

Diversity Discovery Project

<https://magnet.today/>

Dave Bennett—Xposure PR

Local: 905.339.6668

Email: dave@xposurepr.com

The One Voice Network

www.onevoicenetwork.ca

Work Trends

www.worktrends.ca

Local: 519.672.3499

Ontario Disability Employment Network

<https://odenetwork.com/>

Toll Free: 1.866.280.6336 (ODEN)

Twitter: @odenetwork

Email: info@odenetwork.com

Address: 20–850 King Street West, Oshawa, ON L1J 8N5

HR Council: Diversity at Work

<http://hrcouncil.ca/hr-toolkit/diversity-disabilities.cfm>

Local: 613.236.2664

Email: info@communityfoundations.ca

Accessible Employment Publications:

EnAbling Retail for Accessible Employment: Under the Accessibility for Ontarians with Disabilities Act—Retail Council of Canada, 2014

Hiring Qualified Workers with Disabilities: A Guide for Employers—One Voice Network—The Untapped Labour Pool, 2010.

Accessible Transportation Publications:

A Guide to the Integrated Accessibility Standards Regulation—Government of Ontario, 2014

Glossary of Terms

SOURCE: <https://www.aoda.ca/guide-to-the-act/#introduction>

accessibility standard

An accessibility standard is a rule that people and organizations have to follow to identify, remove and prevent barriers.

barrier

Anything that keeps a person with a disability from participating fully in society because of his or her disability.

disability

The *AODA* uses the **Ontario Human Rights Code** definition of “disability” which 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 coordination, 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 a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- a mental disorder
- 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”).

organization

Any public, private or nonprofit sector organization in Ontario.

person

In the *AODA*, “person” means an individual.

prescribed

Anything that the *AODA* lists or contains in its regulations.

standard

In the *AODA*, a “standard” outlines what an organization must do to achieve accessibility for people with disabilities to whom the standard applies.

For More Information on Neurological Diseases

**Alzheimer Society
of Canada**
alzheimer.ca

20 Eglinton Avenue West
16th Floor
Toronto, ON M4R 1K8
1.800.616.8816
info@alzheimer.ca

Epilepsy Canada
epilepsy.ca

25 Valleywood Drive
Unit 21
Markham, ON L3R 5L9
1.877.734.0873
epilepsy@epilepsy.ca

**Huntington Society
of Canada**
huntingtonsociety.ca

151 Frederick Street
Suite 400
Kitchener, ON N2H 2M2
1.800.998.7398
info@huntingtonsociety.ca

**Multiple Sclerosis
Society of Canada**
mssociety.ca

Toronto Chapter
250 Dundas Street West
Suite 500
Toronto, ON M5T 2Z5
1.416.922.6065
info@mssociety.ca

**Neurological Health
Charities Canada**
mybrainmatters.ca

c/o Parkinson Canada
4211 Yonge Street
Suite 316
Toronto, ON M2P 2A9
1.416.227-9700 ext. 3314
1.800.565-3000
Info@mybrainmatters.ca

Parkinson Canada
parkinson.ca

4211 Yonge Street
Suite 316
Toronto, ON M2P 2A9
1.800.565.3000
info@parkinson.ca