

## Glossary

This glossary provides meanings for key words and phrases used in the training modules for the Integrated Accessibility Standards Regulation (IASR). Many of the terms are also defined in the IASR. In the event of a conflict, the regulation prevails. Other words and phrases that are not defined in the regulation have been included in this glossary to help organizations understand the requirements of the IASR.

**Note:** the meanings of words and phrases are provided as they are used in the requirements of the Integrated Accessibility Standards Regulation

**accessible formats:** Formats that are an alternative to standard print and are accessible to people with disabilities. May include large print, recorded audio and electronic formats, and Braille.

**accessible pedestrian signals:** Crossing devices that tell a pedestrian when it is safe to cross the street in a non-visual format (for example, through the use of sound or vibration).

**accommodation:** Making arrangements to allow a person with a disability to equally benefit or participate. There is no set formula for accommodating people with disabilities. The person involved must be consulted. Some examples of accommodation: flexibility in work hours or break times or providing a document in an accessible format such as large print.

**amenities:** Items that provide conveniences or services for use by the public, examples of which include drinking fountains, benches and garbage receptacles.

**beach access routes:** Routes that are constructed and are intended for pedestrian use by the public and that provide access from off-street parking facilities, recreational trails, exterior paths of travel and amenities to an area of a beach that is intended for recreational use by the public.

**bus:** A motor vehicle designed to carry 10 or more passengers, and used for transporting people.

**career development:** 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.

**communications:** As used in the Information and Communications Standard, refers to the interaction between two or more people or entities when information is provided, sent or received.

**communication supports:** Supports that individuals with disabilities may need to access information. Some examples include plain language, sign language interpreter, reading the information out loud to a person with vision loss, adding captioning to videos or using written notes to communicate with someone who is hard of hearing.

**commuter rail (trains):** A class of rail-based, multi-unit transportation. Is used for public passenger transportation between urban areas and their suburbs and is provided on designated lines between stations.

**conventional transportation service provider:** A designated public sector transportation organization as described in paragraph 5 of Schedule 1 of the Integrated Accessibility Standards Regulation, that provides conventional transportation services that operate only within Ontario.

**conventional transportation services:** Public passenger transportation services on transit buses, motor coaches or rail-based transportation that operate only within Ontario. These services are provided by designated public sector organizations as described in paragraph 5 of Schedule 1 of the Integrated Accessibility Standards Regulation, but does not include specialized transportation services.

**conversion-ready formats:** Any electronic or digital format that facilitates conversion into an accessible format, such as Braille, large print, audio, etc.

**curb ramp:** A slope that cuts through a curb, or is built up to a curb.

**designated public sector organization:** Refers to organizations listed in Schedule 1 (Broader Public Sector) of the Integrated Accessibility Standards Regulation. These organizations include hospitals, universities, colleges of applied arts and technology, district school boards, and organizations that provide public transportation.

Designated public sector also means every municipality and every person or organization listed in Column 1 of Table 1 of Ontario Regulation 146/10, of the Public Service of Ontario Act, 2006.

**educators:** Employees who are involved in program or course design, delivery and instruction, including staff of school boards.

**environmental mitigation:** Activities that are intended to reduce, mitigate, prevent or compensate for adverse effects of human activities or items, including paths, play spaces, trails and parking, upon fish, wildlife, plants, invertebrates, species at risk, ecological integrity or natural heritage values.

**environmental restoration:** Activities that are intended to benefit fish, wildlife, plants, invertebrates, species at risk, ecological integrity or natural heritage values.

**ferry:** A vessel that weighs 1000 gross tonnes or more and provides passenger transportation services only within Ontario. Ferries are used by the general public and may carry only passengers or passengers and motor vehicles.

**Government of Ontario:** Refers to the executive of the government and operational branches, including all the ministries of the Government of Ontario and the Office of the Premier.

**information:** As used in the Information and Communications Standard, refers to knowledge, data and facts that convey meaning and that exist in any format, such as text, audio, digital or images.

**integrated accessible school transportation services:** Integrated transportation means that all students, including students with disabilities, travel on the same school transportation vehicles.

**Internet website:** An organization's external website that is available to the public and contains a collection of related web pages, images, videos or other digital assets. It is accessible through an Internet address known as a Uniform Resource Identifier.

**large designated public sector organization:** A designated public sector organization with 50 or more employees (such as municipalities, hospitals, universities, colleges of applied arts and technology, district school boards, and organizations that provide public transportation).

**large organization:** Refers to a private or not-for-profit organization that provides goods, services or facilities to the public or to other organizations and has 50 or more employees in Ontario. It does not include the Government of Ontario, Legislative Assembly, or designated public sector organizations.

**Legislative Assembly:** Refers to the Offices of the Legislative Assembly of Ontario including all the offices of the Members of Provincial Parliament (MPPs), their constituency offices in their ridings and the offices of those appointed on the address of the Assembly, such as the Speaker of the Legislative Assembly of Ontario.

**library board:** Refers to a board as defined in the Public Libraries Act. It also refers to a board established under the Northern Services Board Act or a county library established under the County of Lambton Act, 1994, the County of Elgin Act, 1985 or the County of Lennox and Addington Act, 1978.

**live (on-line) captioning:** Text alternative provided in real-time for information captured for a live event. Provides both speech and non-speech audio information needed to understand the content including sound effects, music, laughter, speaker identification and location.

**maintenance:** Activities that are intended to keep existing public spaces and elements in existing public spaces in good working order or to restore the spaces or elements to their original condition, examples of which include painting and minor repairs.

**mobility aid:** Devices used to facilitate the transport, in a seated posture, of people with disabilities.

**mobility assistive device:** A cane, walker, or similar aid.

**motor coach:** A class of bus of monocoque design, which provides intercity, suburban or commuter passenger transportation service. A motor coach has a baggage storage area that is separate from the passenger cabin.

**off-street parking facilities:** Includes open area parking lots and structures intended for the temporary parking of vehicles by the public, whether or not the payment of a fee is charged and includes visitor parking spaces in parking facilities.

**on-street parking:** Includes parking spaces located on highways, as defined in subsection 1(1) of the Highway Traffic Act, that provide direct access to shops, offices and other facilities whether or not the payment of a fee is charged.

**Ontario Human Rights Code:** The Ontario Human Rights Code (the "Code") is a provincial law that gives everybody equal rights and opportunities without discrimination in specific areas such as jobs, housing and services. The Code's goal is to prevent discrimination and harassment.

**performance management:** Activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.

**planned significant alterations:** The organization must determine what is a planned significant alteration in the context of the redevelopment of the public space. It does not include maintenance activities such as repairs, environmental mitigation or environmental restoration.

**pre-recorded audio descriptions:** Narration added to the soundtrack of visual media (including television and film, dance, opera, and visual art) Describes important visual details that cannot be understood from the main soundtrack alone. Consists of a narrator describing the on-screen action during the natural pauses in the audio. Often used by people with vision loss.

**rail-based transportation:** Any single or multi-unit passenger transportation vehicle that operates exclusively on rails. Includes streetcars, subways, light rail vehicles, commuter rail and inter-city rail. Is operated by a public transportation organization as described in paragraph 5 of Schedule 1 of the Integrated Accessibility Standards Regulation.

**ramp:** A constructed sloped surface (not in or connected to a building) that helps a person move from one level to another.

**recreational trails:** Public pedestrian trails that are intended for recreational and leisure purposes.

**redeployment:** 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.

**rest area:** In respect of recreational trails and exterior paths of travel, a dedicated level area that is intended for public use to allow persons to stop or sit.

**screen reader software:** Software programs that allow users to read the text displayed on the computer screen with a speech synthesizer. Often used by people with vision loss or have a learning disability.

**sidewalk:** A paved walkway along the side of a road, to be used by pedestrians.

**small designated public sector organization:** A designated public sector organization with one to 49 employees (such as the Ontario Office of the Fairness Commissioner and some municipalities).

**small organization:** Refers to a private or not-for-profit organization that provides goods, services or facilities to the public or to other organizations and has one to 49 employees in Ontario. It does not include the Government of Ontario, Legislative Assembly, or designated public sector organizations.

**specialized transportation service provider:** A designated public sector transportation organization as described in paragraph 5 of Schedule 1 of the Integrated Accessibility Standards Regulation, that provides specialized transportation services that operate only within Ontario.

**specialized transportation services:** Public passenger transportation services that are designed to transport people with disabilities and that operate only within Ontario. These services are provided by designated public sector transportation organizations as described in paragraph 5 of Schedule 1 of the Integrated Accessibility Standards Regulation.

**stairs:** A series of steps (not in or connected to a building) that lead from one level to another. Stairs should be located directly beside the exterior path of travel.

**subway:** A class of rail-based transportation, which is multi-unit and provides service on designated lines between stations. Designed to operate on a grade separated from highways, as defined by the Highway Traffic Act.

**support person:** A person who accompanies a person with a disability to help with communication, mobility, personal care, medical needs, or with access to goods, services or facilities.

**taxicab:** A motor vehicle as defined in the Highway Traffic Act, that is licensed as a taxicab by a municipality, and has a seating capacity of not more than six people, not including the driver. A taxicab is hired for one specific trip to transport one person or group of people for which only one fare or charge is collected or made for the trip. A taxicab is not a car pool vehicle.

**timelines tool:** A quick reference chart providing the deadlines for meeting the requirements of the regulation based on organizational class and size. Can be viewed in the Training Resources section of the AccessForward website.

**transit bus:** A class of bus that is designed and intended to be used for passenger transportation. Are operated on highways, as defined in the Highway Traffic Act.

**undue hardship:** Occurs when the benefit of providing accommodation is outweighed by severe negative effects such as very high cost or health and safety issues. Concrete evidence is required to establish undue hardship.

**vibro-tactile walk indicators:** Pedestrian crossing signal push button devices that vibrate and can be felt through the sense of touch to communicate pedestrian crossing timing in a non-visual way.

**walkway:** A constructed route for pedestrians in outdoor public spaces that may connect buildings or amenities.

**Web Content Accessibility Guidelines (WCAG) 2.0:** An international standard for making websites and web content accessible to people with a wide range of disabilities. Was developed by a team of experts from around the world. The first version, WCAG 1.0, was released in 1999. WCAG 2.0 was released in 2008.

**Web Content Accessibility Guidelines (WCAG) 2.0, Level A and Level AA:** Refers to different conformance levels in WCAG 2.0. A series of technical checkpoints that make websites and their content increasingly accessible to a broader range of users with disabilities. To meet conformance Level A all Level A success criteria need to be met; to meet conformance Level AA all Level A and Level AA success criteria must be met.

**web content:** Any information that may be found on a web page or web application, including text, images, forms and sounds.