

YMCA of Greater Toronto

# Guide to the Accessibility for Ontarians with Disabilities Act

## **Customer Service Standards**

## **Facilitator Notes for online version**



## Before the Session

- Complete the pdf presentation on your own 2-3 times using these notes to familiarize yourself with the presentation.
- You will need to visit web sites and spend a few minutes looking at them. Look at the web sites in advance to decide which components you will highlight for participants. Note that the websites may change at any time.
- Read the YMCA Accessibility and Customer Service Policy and the YMCA Human Rights Policy.
- Prepare the documents.
  - ☑ Download the most recent version of the AODA Sessions from <http://aoda.learningyway.org> the link is called: Customer Service Standards Presentation.
  - ☑ Save the pdf file to your computer. If you don't, you'll be viewing the pdf in Explorer, and each time you close out of the browser to leave the first Adobe presentation, you'll close yourself out of the pdf as well.
  - ☑ If you have a slow internet connection, you may also choose to download the videos in advance instead of streaming them from online. The videos are found under the "Videos" link.
- Test all equipment, you will need the following:
  - ☑ LCD projector
  - ☑ Laptop/net book
  - ☑ Speakers
  - ☑ Internet connection
  - ☑ Multi pronged extension cord
  - ☑ Staff attendance form
  - ☑ Volunteer attendance form
  - ☑ Reflection booklet for each participant
  - ☑ Your copy of the above policies
  - ☑ Copies of the transcripts for those who need them
  - ☑ CFD (Back up DVD)

## At the Start of the Session

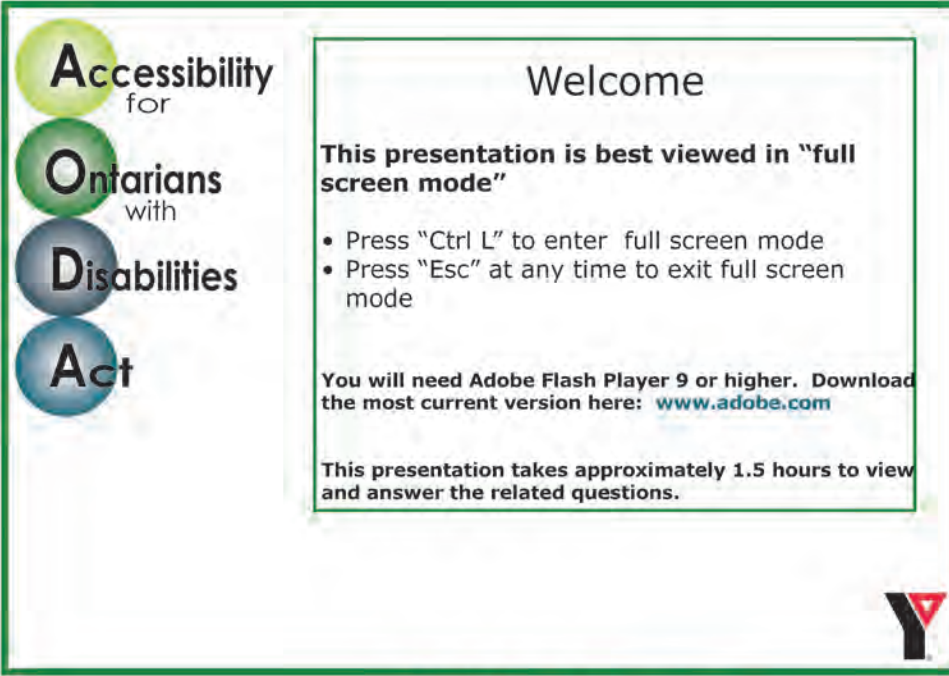
- Introduce yourself.
- Briefly explain the purpose of the gathering (i.e. to introduce attendees to AODA and the YMCA of GTA's policy on Accessibility and Customer Service).
- Briefly explain how the next couple of hours will be spent.
- Explain the importance of recording attendance, and pass around attendance sheets (one for staff and one for volunteers)
- Hand out the Reflection Booklets and explain what they are
- Start the presentation

**Notes:** about clicking on the icons to view the web links and presentations:

- After clicking on the icon you may see a pop up box that asks for permission to go to the link. Click on "allow".
- This will take you to the web presentation. Depending on the speed of the internet connection it may take a moment to start. (Note: If an error message pops up, click on the refresh symbol)
- If the internet connection is slow, during the web presentations, the presentation will pause. You will see the message "buffering..."
- On the right side of the presentation viewer you will see a list of the slides and the duration of each slide. At the bottom of the side bar it indicates total time remaining. If you cannot see this side bar (or want to make it disappear) click on the icon in the bottom right corner. **Refer to picture below...**
- At the end of the web presentation close the window to return to the pdf presentation.



# Slide 1



The screenshot shows a presentation slide with a green border. On the left side, there is a vertical stack of four colored circles (green, light green, blue, dark blue) containing the text "Accessibility for Ontarians with Disabilities Act". The main content area is titled "Welcome" and contains the following text:

**Welcome**

**This presentation is best viewed in "full screen mode"**

- Press "Ctrl L" to enter full screen mode
- Press "Esc" at any time to exit full screen mode

You will need Adobe Flash Player 9 or higher. Download the most current version here: [www.adobe.com](http://www.adobe.com)

This presentation takes approximately 1.5 hours to view and answer the related questions.

At the bottom right of the slide, there is a logo consisting of a stylized 'Y' with a red triangle above it. Below the slide, the text "Click here to continue" is displayed in red.

## Slide 1 - Welcome page

- Press "Ctrl" and "L" on the key board at the same time to change to full screen mode.
- Welcome participants and identify this as a part of the government mandated Accessibility for Ontarians with Disabilities Act, required for all employee and volunteers in Ontario that interact with the general public.
- Click on the "Click here to continue" at the bottom of the screen to move forward

# Slide 2



## Slide 2 - Title page

- This is the title page, pause for a moment and then click on the “Click here to continue” at the bottom of the screen to move forward.

# Slide 3


**A**  
**O**  
**D**  
**A**

To directly access the desired page:

- Click on the table of contents item.
- Or click on the arrow at the bottom right, to move to the next page.

## Table of Contents

Items	Page
The Purpose of this Guide	4
How to Use this Guide	5
What is AODA?	6
YMCA Accessibility and Customer Service and Human Rights Policies	7
Your Role	8
A Look at the Numbers and Key Definitions	9
What is a Disability?	10
What is a Barrier?	11
Focus on the Person...not on the Disability	12
Summary	14
Practice	15
Closing	16



## Slide 3 - Table of Contents

- This page lists all the pages in this guide. Use it as an agenda to let participants know what they will be learning today.

# Slide 4



**Purpose of this Guide**

This guide is designed to facilitate your learning, reflections and discussion about providing outstanding customer service to people with disabilities.

Throughout the session you will be asked to reflect and write your thoughts. Click on the world icon to the left to download a booklet that will facilitate organizing your thoughts.

Click on the world icon to the left to download the transcripts for the online audio/video presentations.

After completing this session, send your unanswered questions to:  
[accessibility@ymcagta.org](mailto:accessibility@ymcagta.org)



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## Slide 5 - Purpose of the Guide

- Read the purpose of the guide, or let participants read on their own.
- Ensure each participant has a Reflection Booklet.
- ***You do not need to click on the world icon to download the booklets, as you are handing out the print version.***










# Slide 5



## How to Use this Guide

This pdf file is interactive. Roll the mouse over text to reveal more about a topic, click to be directed to web sites, online presentations, and quizzes.

	When you see this icon, click on it to visit a web site to learn more.		
	When you see this icon, click on it to return to the table of contents.		
	When you see this icon, move the mouse pointer over the nearby text to see more.	When you see this icon, click on it to go to the previous page	When you see this icon, click on it to go to the next page
	When you see this icon, click to view the online audio visual presentation		

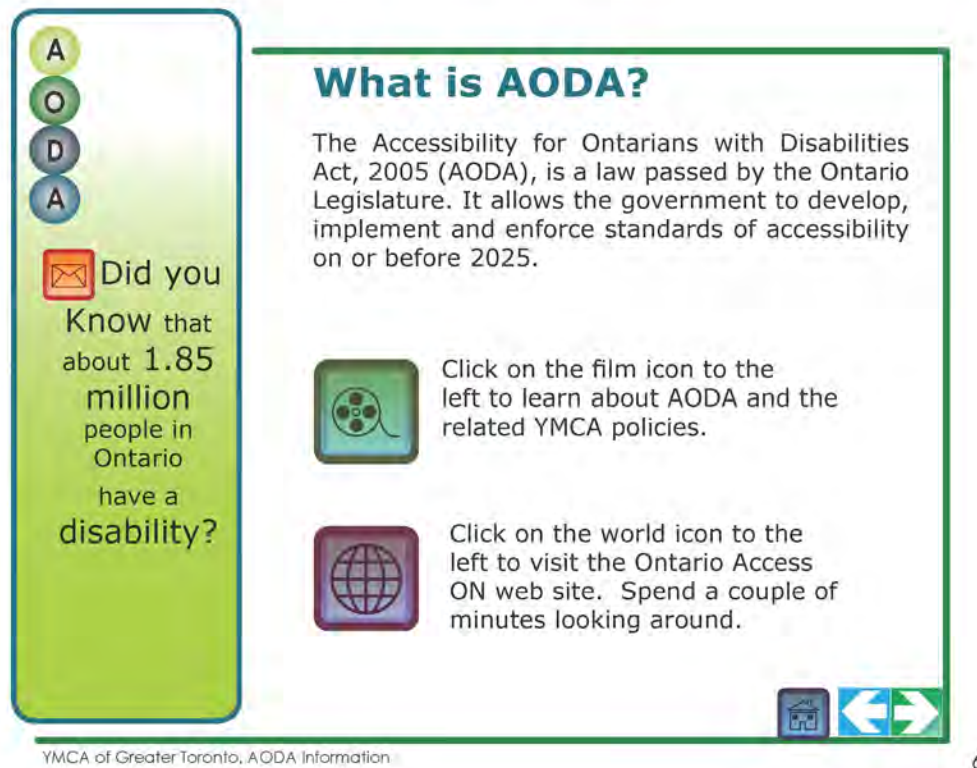
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## Slide 3 - Using the guide

- Familiarize yourself with the icons.
- You do not need to explain the icons to the participants as you will be guiding them through the presentation.
- This page is for the benefit of people using this pdf as a self study guide.

# Slide 6





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**D**  
**A**




 Did you know that about 1.85 million people in Ontario have a disability?

## What is AODA?

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA), is a law passed by the Ontario Legislature. It allows the government to develop, implement and enforce standards of accessibility on or before 2025.

 Click on the film icon to the left to learn about AODA and the related YMCA policies.

 Click on the world icon to the left to visit the Ontario Access ON web site. Spend a couple of minutes looking around.

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## Slide 6 - What is AODA?

- Read the short paragraph that describes AODA
- Read the text in the column "Did you know..." then roll the mouse over the text to reveal a second statistic and read it "That's 1 in 7 people..."
- Click on the **film icon** - What is AODA and the YMCA's Policy?
- 6 slides, total duration 3 min, 2 seconds.
- Close the window to return to the pdf guide.
- Click on the **world icon** and spend a couple of minutes looking at the web site. Highlight the aspects you have determined in advance.
- Click on the green arrow, bottom right of the page to continue.

# Slide 7

**YMCA Accessibility and Customer Service Policy**

Click on the world icon to the left to download the YMCA Accessibility and Customer Service Policy for future reference.

**YMCA Human Rights Policy**

Click on the world icon to the left to download the YMCA Human Rights Policy for future reference.

What is Accommodation?

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## Slide 7 - YMCA Accessibility and Customer Service Policy and YMCA Human Rights Policy

- Read the text in the column “What is Accommodation” then roll the mouse over the text to reveal more information and read it “Is a way through reasonable efforts or measures...”
- You do not need to click on any icons on this page. ***The policies are available here for download for people using this as a self study guide.***
- Click on the green arrow, bottom right of the page to continue.

# Slide 8

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**A**

## Your Role in the YMCA Accessibility and Customer Service Policy

Click on the film icon to the left to view the presentation that describes your role in the policy.

AODA is about serving all people effectively.

**Are you ready?**

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## Slide 8 - Your Role in the YMCA Accessibility and Customer Service Policy

- Click on the **film icon** - YMCA Accessibility and Customer Service Policy
  - 8 slides, total duration 4 min, 30 seconds.
  - When the web presentation opens, you listen for the first 2 slides.
  - Slide 3 "Managers", will stop and wait for you to click on "notice of temporary disruption"
  - Slide 4 "Notice of Temporary Disruption", will stop and wait for you to click on "click here to continue"
  - The second last slide "More Information" is designed for additional information for people using this as a self study guide. You do not need to click on any of the links.**
  - Close the window to return to the pdf guide.
- Once back to the pdf presentation, click on the green arrow, bottom right of the page to continue.

# Slide 9

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**How many people with disabilities do you serve daily?**




## A Look at the Numbers

How many people do you normally interact with in your YMCA role in a day?

Recall that 1 in 7 people have a disability. Let's say you serve 40 people. That means you are likely to come into contact with 5-6 people with disabilities during your day.

As the population ages, this number will increase.

 Click on the film icon to the left to view the presentation that describes key definitions you need to know.

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## Slide 9 - A Look at the Numbers


- Read the short paragraph at the top.
- Refer the participants to their Reflection Booklets (page 2). Ask them to reflect on and write down how many people with disabilities they serve daily.
- Click on the **film icon** - key definitions
- 5 slides, total duration 1 minute, 4 seconds.
- Close the window to return to the pdf guide.
- Once back to the pdf presentation, click on the green arrow, bottom right of the page to continue.




# Slide 10

**What is a Disability?**

 Click on the film icon to the left to view the presentation and learn the answer to the question "What is a disability?"

 Click on the film icon to the left to take the self awareness quiz.

 Click on the world icon to the left to be connected to The Canadian Abilities Foundation web site. Take a moment to read some of the article headlines.

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## Slide 10 - What is a disability?


- Click on the **film icon** - What is a disability?
  - ❑ 5 slides, total duration 2 minutes, 11 seconds (does not include web links or discussion)
  - ❑ The second slide will pause to give participants time to write in their Reflection Booklets (page 2). Click on the bottom right when the group is ready to continue.
  - ❑ Slide 3 you will click on the world icon and be taken to the Access ON website to view a video. If the internet connection is slow the video will take a minute to load and may pause during while playing. After the web video close the window to return to the web presentation. Be mindful not to close the presentation window or tab, just the one with the video. After returning to the presentation click on the bottom right corner to continue.
  - ❑ The last slide the participants are directed to their Reflection Booklets (bottom of page 2, top of page 3) to answer the questions. If the group would like to see the quote again, click on the bottom right "Click here to return to quote". When the group is ready to continue, close the window to return to the pdf presentation.


# Slide 10 con't


**A**  
**O**  
**D**  
**A**

## What is a Disability?

 Click on the film icon to the left to view the presentation and learn the answer to the question "What is a disability?"

 Click on the film icon to the left to take the self awareness quiz.

 Click on the world icon to the left to be connected to The Canadian Abilities Foundation web site. Take a moment to read some of the article headlines.



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## Slide 10 - What is a disability?

- Click on the **film icon** - Self Awareness Quiz
  - 18 slides, total duration 6 minutes, 50 seconds (does not include time to choose answers and discussion)
  - Slide 2 presents a statement "All disabilities are caused by a disease or are inherited". Ask the group if this statement is true or false. Click on the slide "a) True" or "b) False".
  - The next slide is the answer slide. After listening to the answer, discuss the questions "Why do you think this happens? The slide will wait for you to click on "Click here to continue" in the bottom right corner.
  - Continue through the slides in a similar manner until you complete the presentation.
  - Close the window to return to the pdf guide.
- Click on the **world icon** to view The Canadian Abilities Foundation website and spend a couple of minutes looking at the web site. Highlight the aspects you have determined in advance.
- Once back to the pdf presentation, click on the green arrow, bottom right of the page to continue.

# Slide 11

**What is a Barrier?**

A barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability.

Click on the film icon to the left to view the presentation to learn more about barriers.

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## Slide 11 - What is a Barrier?

- Read the sentence that describes barriers.
- Click on the **film icon** - What is a Barrier
  - ❑ 10 slides, total duration 3 minutes, 4 seconds (does not include discussion and watching the videos (2 minutes, 48 seconds and 2 minutes, 41 seconds)
  - ❑ Slide 3 - Brainstorm will direct participants to the Reflection Booklets (page 4). Ask the participants to brainstorm in small groups of 3-4 and then share with others. When the group is ready click on the bottom right to continue.
  - ❑ Slide 9 - Imagine will prompt you to click on the world icon to view a You Tube video (2 minutes 48 seconds). Watch the video and then close the You Tube window or tab to return to the web presentation. Discuss the questions about the video, as listed in the Reflection Booklet (page 5)
    - ❑ How did the video make you feel?
    - ❑ What barriers did the person without disabilities experience?
    - ❑ Click on the slide on the bottom right to continue.
    - ❑ Last slide (10) - Click on the icon to view the You Tube video of the Peterborough YMCA (2 minutes, 41 seconds). The video is the end of the presentation. When the video is complete, close the window or tab to return to the pdf presentation.
- Once back to the pdf presentation, click on the green arrow, bottom right of the page to continue.



# Slide 12

The slide features a vertical green bar on the left with four circular icons containing the letters A, O, D, and A. The main content area has a green border and contains the title "Focus on the Person...", a sub-instruction "Using your Reflections Booklet, Create two lists.", and two numbered items, each preceded by a magnifying glass icon. A navigation bar at the bottom right contains a blue double-headed arrow and a green right-pointing arrow. The footer includes the text "YMCA of Greater Toronto, AODA Information" and the number "12".

**A**  
**O**  
**D**  
**A**

## Focus on the Person...

Using your Reflections Booklet, Create two lists.

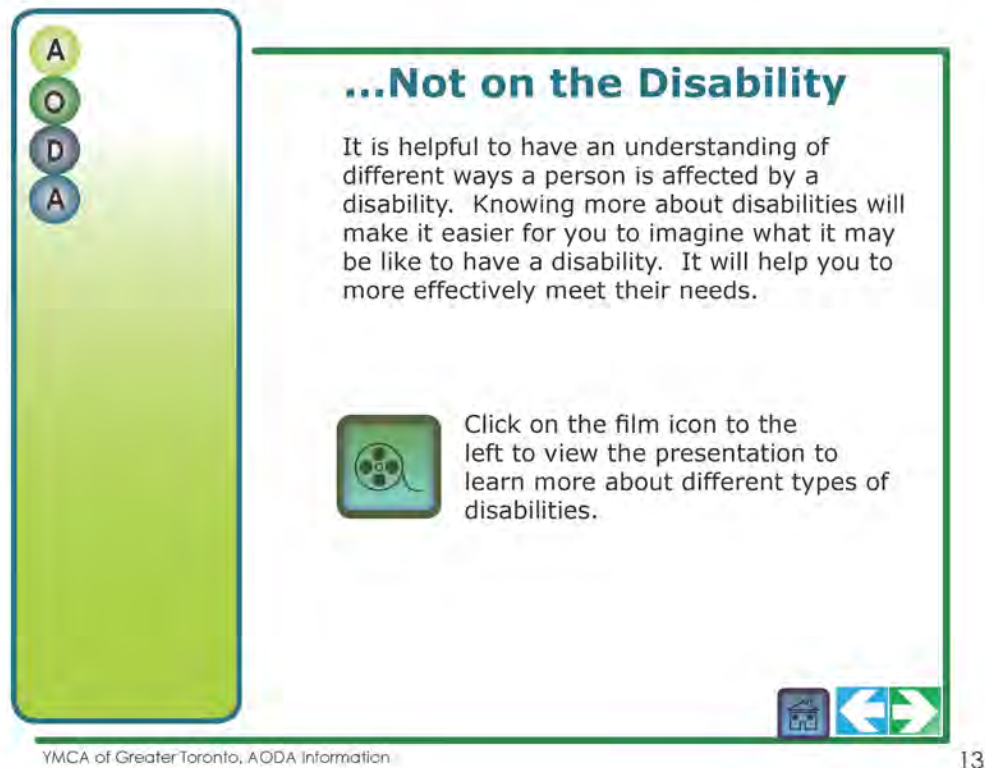
1. Behaviours you might see when someone focuses on the person and demonstrates respect.
2. Behaviours you might see when someone focuses on the disability.

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## Slide 12 - Focus on the Person


- Refer participants to their Reflection Booklets, page 6. Ask them to complete the 2 lists in small groups of 3-4 people.
  - ❑ Behaviours you might see when someone focuses on the person and demonstrates respect.
  - ❑ Behaviours you might see when someone focuses on the disability.
- Rollover the text beside the **magnifying glass icons** to reveal examples.
- When the group is ready to move on, click on the green arrow, bottom right of the page to continue.

# Slide 13

The slide features a vertical green bar on the left with four circular icons containing the letters A, O, D, and A. The main content is enclosed in a green border. At the top, the title "...Not on the Disability" is written in blue. Below it is a paragraph of text. A film icon is positioned to the left of a text block that provides instructions on how to interact with the icon. At the bottom right, there are navigation icons for a home page, a left arrow, and a right arrow. The footer contains the text "YMCA of Greater Toronto, AODA Information" and the slide number "13".

**...Not on the Disability**

It is helpful to have an understanding of different ways a person is affected by a disability. Knowing more about disabilities will make it easier for you to imagine what it may be like to have a disability. It will help you to more effectively meet their needs.

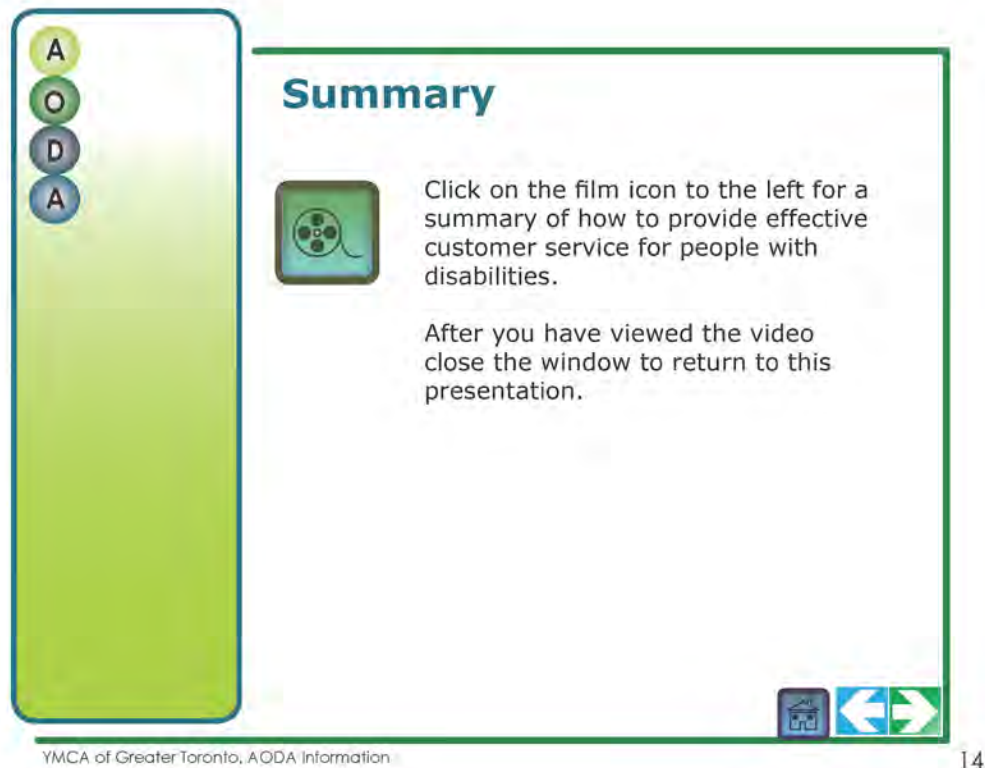
 Click on the film icon to the left to view the presentation to learn more about different types of disabilities.

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## Slide 13 - Not on the Disability

- Read the short paragraph about understanding disabilities.
- Click on the film icon - Types of Disabilities.
  - 11 slides, total duration 9 minutes, 7 seconds
  - When the web presentation is complete, close the window to return to the pdf presentation.
- Once back to the pdf presentation, click on the green arrow, bottom right of the page to continue.


# Slide 14



The slide features a vertical green bar on the left with four circular icons containing the letters A, O, D, and A from top to bottom. The main content area is titled "Summary" and contains a film icon, a paragraph of text, and a second paragraph of text. At the bottom right, there are three navigation icons: a small house icon, a blue double arrow pointing left, and a green double arrow pointing right. The footer text "YMCA of Greater Toronto, AODA Information" is located at the bottom left, and the number "14" is at the bottom right.

**A**  
**O**  
**D**  
**A**

## Summary

 Click on the film icon to the left for a summary of how to provide effective customer service for people with disabilities.

After you have viewed the video close the window to return to this presentation.

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## Slide 14 - Summary

- Click on the **film icon** to view the "Talk" video.
  - ❑ The video is approximately 1 minute duration. At the end of the clip, the screen goes black. At this point click on the window to close the window.
  - ❑ **Note** if you do not close the window, the video will repeat itself in a loop.
- Once back to the pdf presentation, click on the green arrow, bottom right of the page to continue.

# Slide 15

**Practice**


Time to put what you know into action! Click on the film icon to the left. You will be taken to a presentation that gives you an opportunity to test your knowledge.

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## Slide 15 - Practice

- Tell the group it is time to practice what they have learned.
- Click on the **film icon** - Scenarios
  - ❑ 15 slides, total duration 6 minutes, 58 seconds (does not include time for discussion of the scenario and solutions.)
  - ❑ Direct participants to record thoughts about the scenarios on page 7 of the Reflection Booklet.
  - ❑ Slide 2 is the "Talk reminder page", you can return to this page at anytime (for example after reading a scenario) to follow these steps to formulate a solution. The presentation will pause on this page and wait for you to choose a scenario. Choose "Scenario 1"
  - ❑ The first scenario will play through. Ask the participants to answer the questions, and encourage related discussion in small groups of 3-4 people, or as a larger group. When ready, click on the bottom right "click here to continue".
  - ❑ The next slide is the solution. The solution is a series of questions that participants should have discussed. They may have come up with other ideas as well. **There are many possible "solutions", as long as they are aligned with the "Talk" steps and the YMCA Accessibility and Customer Service Policy, and the YMCA Human Rights Policy, the solution is acceptable.**
  - ❑ Continue with the scenarios until complete (6 scenarios)
  - ❑ Close the window or tab to return to the pdf presentation.
- Once back to the pdf presentation, click on the green arrow, bottom right of the page to continue.

# Slide 16




## Closing

Thank you for completing the YMCA of Greater Toronto Guide to the Accessibility for Ontarians with Disabilities Act.

To complete this process, please connect with your supervisor or volunteer coordinator to confirm your completion of the session.

**Do you have unanswered questions?**  
**Send your questions to:**  
[accessibility@ymcagta.org](mailto:accessibility@ymcagta.org)



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## Slide 16 - Closing

- Thank participants for completing the session. Encourage them to write 3 things they learned on page 8 of their Reflection Booklet.
- Complete the process for recording and tracking individual completion of the session.
- Encourage participants to send questions to the accessibility email address shown.

## After the Session

- Complete the recording and tracking procedure to ensure YMCA Human Resources receives the require information.
- Make sure the staff attendance and volunteer attendance forms are completed. Scan both and forward by e-mail to your AODA Liaison (E&C: Patricia Lai, HFR: Carolyn Tyner, CFD: Linda Gilbert, Other units: Ken Burgess)
- Ensure that all equipment is returned to its storage place.