

Executive Summary:

Accessible Service Delivery Standard and Employment Accessibility Standard



BRITISH
COLUMBIA

Introduction

The Provincial Accessibility Committee developed recommendations on draft standards that will remove and prevent barriers that restrict people with disabilities from equally participating in the workforce and accessing services in the community.

This document provides a summary of Provincial Accessibility Committee's proposed recommendations for the Accessible Service Delivery Standard and Employment Accessibility Standard. The recommendations for the Accessible Service Delivery Standard are focused on addressing barriers both in the physical and virtual environment to ensure that events, activities, advice and the process of buying goods are provided in accessible ways. The recommendations for the Employment Accessibility Standard aim to identify, remove and prevent barriers in hiring, training and retention.

The proposed standards are informed by accessibility standards provisions, laws and regulations in other communities, and existing B.C. provincial laws and regulations. Each proposed standard has been grouped into three main thematic areas.

Accessible Service Delivery Standard

1. Accessible organizations

Organizations need to offer the same types of services for people with disabilities as they offer to everyone else. Organizations need to make sure that people with disabilities are treated with respect.

the Provincial Accessibility Committee finishes this standard, it will recommend the standard to the government and the government may adopt the standard in law as a regulation.

Provincial Accessibility Committee is proposing 11 recommendations under this theme. The recommendations aim to ensure organizations are inclusive and accountable, and that they operate in ways that work for people with disabilities and offer accommodation when requested. For example, organizations must:

- » Provide any accessibility features for free
- » Communicate changes or disruption to services
- » Ensure staff are trained to serve people with disabilities and to support their access to accommodations

2. Empowering people with disabilities and honouring them as experts in their own experience

Provincial Accessibility Committee is proposing five recommendations under this theme, which will ensure that people with disabilities are empowered to make informed choices about their own lives. Organizations can facilitate independent access to services by:

- » Removing barriers in both physical and virtual environments
- » Providing alternatives to their service delivery model
- » Collaborating with people with disabilities to create inclusive emergency response plans

3. Removing barriers experienced by people with disabilities

Provincial Accessibility Committee is proposing four recommendations under this theme. These focus on the organization's responsibility to facilitate the availability and use of adaptive tools and strategies as well as offer different choices to people with disability on how to access services. Support persons, guide and service dogs and assistive devices must be welcomed in all venues. People should not face barriers or pay additional fees to make use of these adaptations.

Accessible Employment Standard recommendations

1. Recruitment and hiring

Provincial Accessibility Committee is proposing two recommendations under this theme. The purpose of these recommendations is to ensure people can make informed decisions about whether the work will be inclusive and accessible for them and to apply for jobs without facing barriers. For example, employers need to let applicants know of accommodations available during all stages of the recruitment and selection process as well as in the role. Employers must not request proof of a disability from an applicant.

2. Accessibility at work

Provincial Accessibility Committee is proposing 12 recommendations under this theme. The focus of these is to ensure that staff with disabilities can participate in all aspects of employment—from onboarding and training to job performance and performance management—without hardship. Examples of creating an accessible workplace include:

- » Offering communications in a variety of audio/visual formats in a timely fashion
- » Working with staff to develop individual accommodation plans
- » Ensuring emergency planning includes staff with disabilities
- » Providing training in accessible formats

3. Making the organization inclusive

Provincial Accessibility Committee is proposing five recommendations under this theme. These recommendations aim to ensure that employers set policies that promote accessible environments and practices and protect people from discrimination. By proactively offering accommodations, discussing inclusive policies, offering equitable compensation and benefits to people with disabilities, and working together with unions to ensure that collective agreements do not create barriers, employers can create a culture of inclusion and accessibility for all staff.

Making implementation a success

Provincial Accessibility Committee is seeking input on the types of resources that would help organizations implement the proposed recommendations. This could include things like checklists, model policies, training and other supports.

Provincial Accessibility Committee is also interested in hearing what elements of the standards could be done faster and which might take longer. Recognizing that some of the recommendations may not be appropriate for all organizations, Provincial Accessibility Committee will use the feedback from people and organizations to inform its advice to government regarding scope of application for the proposed standards. There are a variety of ways to provide your feedback including by completing the Accessibility Standards Survey.

