



## APPENDIX "A"

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**SECTION: HUMAN RESOURCES**

**NO: MU-AC-02-"A"**

**REFERENCE: Accessibility**

**Date: April 2014**

**Next Review Date:  
April 2016**

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**TITLE: GLOSSARY OF TERMS AND DEFINITIONS FOR THE INTEGRATED  
ACCESSIBILITY STANDARDS POLICY**

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### **1.0 PURPOSE**

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- 1.1 The purpose of this glossary is to provide a standard and promote knowledge within the organization relating to the terms used in the Accessibility and Integrated Standards policies, procedures, guidelines, and activities.
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### **2.0 DEFINITIONS**

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- 2.1 **Accessibility** – Equal access to goods, services, and/or facilities for all people.
- 2.2 **Accessible Format** – Formats that are an alternative to standard print and are accessible to people with disabilities. Accessible formats may include, but are not limited to, large print, plain language, recorded audio, or electronic formats such as Word, PDF, Rich Text, or HTML, formats, Braille, and other formats usable by persons with disabilities.
- 2.3 **Accommodation** – means the special arrangement made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's needs.
- 2.4 **Agent** – A person or business providing goods or services on behalf of the City through a contract or agreement.

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## 2.0 DEFINITIONS (cont'd)

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- 2.5 **Assistive Device** – A device that is used by people with disabilities to help with daily living, including cognition aids, communication aids, medical aids, and personal mobility aids. Examples include: wheel chairs, walkers, white canes, oxygen tanks, portable chalkboards, and electronic communication devices.
- 2.6 **Barriers** – Obstacles that keep people with disabilities from fully participating in all aspects of society because of their disability. Examples include attitude, technology, architectural/structural, information and communication, and systemic.
- 2.7 **Communication Supports** – Methods of accessing information that people with disabilities may need. This may include, but is not limited to, plain language, sign language, reading the information to them, adding captioning to videos, using written notes or other supports that facilitate effective communication.
- 2.8 **Conversion Ready** – An electronic or digital source document or format that facilitates conversion into an accessible format. For example, a Word or text-based document into large print, plain language, accessible PDF or Braille-ready format.
- 2.9 **Disability** – “Disability” as defined in the Ontario Human Rights Code, means:
- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical 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;
  - (b) a condition of mental impairment or developmental disability;
  - (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
  - (d) a mental disorder; or

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## 2.0 DEFINITIONS (cont'd)

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- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.
- 2.9 **Employment Life Cycle** – describes key stages of engagement between an employee (or prospective employee) and the City, including the process involved in recruitment, assessment, selection, hiring, retention, (orientation, training, return to work, performance management, career development and advancement, redeployment) and end of employment.
- 2.10 **Individual Accommodation Plan** – The formal document and/or process that records, and provides for the review of, the workplace related arrangements that the City will provide to allow an employee with a Disability to equally benefit or participate.
- 2.11 **Individualized Workplace Emergency Response Plan** – Information prepared by employers, in consultation with their employees who have disabilities, to help them prepare for emergencies such as fire, severe weather and power outages.
- 2.12 **Kiosk** – An interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.
- 2.13 **Medical Aid** – refers to an assistive device, including respirators and portable oxygen supplies.
- 2.14 **Mobility Aid** – refers to devices used to facilitate the transport, in a seated posture, of people with disabilities.
- 2.15 **Mobility Assistive Device** – refers to a cane, walker or similar aid.
- 2.16 **Performance Management** – activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.

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## 2.0 DEFINITIONS (cont'd)

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- 2.17 **Redeployment** – The reassignment of an employee to another work unit or job within the City as an alternative to layoff, when a particular job or work unit has been eliminated.
- 2.18 **Service Animal** – An animal that is readily apparent to be used by a person for reasons relating to his or her disability, or if the person provides documentation from a health care practitioner confirming that the person requires the animal for reasons relating to his or her disability.
- 2.19 **Specialized Transportation Service Provider** – A designated public sector transportation organization that provides specialized transportation services that operate solely within the Province of Ontario.
- 2.20 **Specialized Transportation Services** – Public passenger transportation services that operate solely within the Province of Ontario, are provided by a designated public sector transportation organization, and are designed to transport persons with disabilities.
- 2.21 **Support Person** – A person who accompanies a person with a disability in order to assist the person with a disability with communication, mobility, personal care, medical needs or with access to goods or services.
- 2.22 **Unconvertible Information** – Information that is not technically feasible to convert, or the technology to convert the information is not readily available.
- 2.23 **Website** – A set of web pages that are available to the public and contain a collection of related text, images, videos, audio and other digital assets. It is accessible through an Internet address known as a Uniform Resources Locator (URL).

**2.0 DEFINITIONS (cont'd)**

- 2.24 **Web Content Accessibility Guidelines (WCAG)** – An international standard for making websites and web content accessible to people with a wide range of Disabilities.
  
- 2.25 **WCAG 2.0 Level A and level AA** – Different conformance levels in WCAG version 2.0. To meet conformance Level A all Level A success criteria must be met. To meet conformance Level AA, all Level A and Level AA success criteria must be met.

History			
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**This policy is subject to any specific provisions of the Municipal Act, or other relevant legislation or Union agreement.**