SUBJECT: Enhancements for Implementation of AODA Customer Service Standards (FCS08028) (City Wide)

RECOMMENDATION:

That the 2008 enhancements for implementation of the AODA Customer Service Standard (O. Reg 429/07) be approved in the amount of $129,650.

EXECUTIVE SUMMARY:

At the Audit and Administration budget meeting of January 9, 2008, consideration was given to an enhancement request required for implementation of Regulation 429/07, being the Customer Service Standard of the Accessibility for Ontarians with Disabilities Act. The enhancement requested was $361,500, including funding for 3 FTEs, and consulting dollars for the required policy development as well as development and delivery of training. At the budget meeting, Committee requested that staff report back on reallocating funds for this year in order to achieve compliance with Regulation 429/07 by 2010. As noted in the minutes: “AODA Compliance in 2010 – staff were asked to look at reallocating some funds for this year and report back”. Committee also requested that staff consider whether or not sending out training bulletins rather than holding formal training sessions would achieve compliance with the regulation.

The suggested alternative addresses the direction from the committee, reducing the overall request, reallocation of resources, delaying the hiring of new employees, delaying the development and implementation of training, and funding it from a
reallocation of 2008 capital budget allocation to cover the operating budget increase for 2008. Should Council agree to this option, there will be no significant impact on the 2008 budget; a net increase of $4,650. As noted in the report, this proposal would result in a 2009 operating budget annualization increase of $61,000.

**BACKGROUND:**

The Customer Service Standard (O. Reg 429/07) of the Accessibility for Ontarians with Disabilities Act (AODA) came into effect on January 1, 2008, with a two-year window for implementation. A copy of the Regulation is attached as Appendix A to report FCS08028. It is the first of at least five regulations required to be implemented by the City by 2025. There are several components required to prepare for the implementation of the standard and to address the ongoing requirements of the standard.

As set out in the “Guide to the Accessibility Standards for Customer Service, Ontario Regulation 429/07” produced by the Accessibility Directorate of Ontario (January, 2008), the following requirements apply to all organizations that provide goods or services to the public:

1. “Establish policies, practices and procedures on providing goods or services to people with disabilities.

2. Set a policy on allowing people to use their own personal assistive devices to access your goods and use your services and about any other measures your organization offers (assistive devices, services, or methods) to enable them to access your goods and use your services.

3. Use reasonable efforts to ensure that your policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity.

4. Communicate with a person with a disability in a manner that takes into account his or her disability.

5. Train staff, volunteers, contractors and any other people who interact with the public or other third parties on your behalf on a number of topics as outlined in the customer service standard.

6. Train staff, volunteers, contractors and any other people who are involved in developing your policies, practices and procedures on the provision of goods or services on a number of topics as outlined in the customer service standard.
7. Allow people with disabilities to be accompanied by their guide dog or service animal in those areas of the premises you own or operate that are open to the public, unless the animal is excluded by another law. If a service animal is excluded by law, use other measures to provide services to the person with a disability.

8. Permit people with disabilities who use a support person to bring that person with them while accessing goods or services in premises open to the public or third parties.

9. Where admission fees are charged, provide notice ahead of time on what admission, if any, would be charged for a support person of a person with a disability.

10. Provide notice when facilities or services that people with disabilities rely on to access or use your goods or services are temporarily disrupted.

11. Establish a process for people to provide feedback on how you provide goods or services to people with disabilities and how you will respond to any feedback and take action on any complaints. Make the information about your feedback process readily available to the public.

If you are a designated public sector organization or other provider with 20 or more employees, you must:

1. Document in writing all your policies, practices and procedures for providing accessible customer service and meet other document requirements set out in the standard.

2. Notify customers that documents required under the customer service standard are available upon request.

3. When giving documents required under the customer service standard to a person with a disability, provide the information in a format that takes into account the person’s disability.”

Regulation 429/07 (Customer Service Standard) is quite prescriptive, in terms of process, as noted above, about what organizations must do to comply. It is not, however, prescriptive in terms of details about “how” customers with differing types of disabilities are to be served. It, therefore, requires all municipal governments, other governments & agencies and private sector companies to develop their own procedures, policies and practices, training, tracking mechanisms, etc. and for public sector and larger private sector, it also requires the policies, practices and procedures
to be documented, in writing, and to be made available in multiple formats. The requirements of the regulation result in a significant amount of ongoing administration in terms of tracking, training, communication and eventual feedback into revisions to policies and procedures that will be identified over time.

In order to comply with the intent of the regulation and the underlying Act, processes of policy development and procedure development must be done in conjunction with consultation with community members, which takes time to do correctly, but is very important to meeting the needs of people with disabilities in our community.

A two-year window of time for implementation in an organization, as large and with the diverse services offered by the City, is a very tight timeline.

**ANALYSIS/RATIONALE:**

At the Audit and Administration budget meeting of January 9, 2008, Committee requested that staff consider whether or not sending out training bulletins rather than holding formal training sessions would achieve compliance with the regulation. Training must be provided to everyone (Councillors, employees, management, agents, consultants and volunteers) who interact with the public and who participate in developing policies, practices and procedures.

Having considered the language in the regulation and the “Guide to the Accessibility Standards for Customer Service, Ontario Regulation 429/07” produced by the Accessibility Directorate of Ontario (January, 2008), the format of training delivery is not specified. The guide notes that training could include on-line modules, classroom setting, as part of orientation sessions, or other formats. However, the guide does comment on what training must be provided and notes the following:

“Regardless of format, the training must cover the following:

1. Review of the purposes of the AODA and requirements of the customer service standard;

2. Instruction on how to interact and communicate with people with various types of disabilities;

3. Instruction on how to interact with people with disabilities who use assistive devices or require the assistance of a guide dog, other service animal or a support person;

4. Instruction on how to use equipment or devices available at your premises or that you provide otherwise, that may help people with disabilities access your services, such as TTY telephones, elevators, lifts, accessible interactive kiosks or other technology; and

5. Instruction on what to do if a person with a disability is having difficulty accessing your services.
In this context, information on interacting and communicating includes information on the different ways that people with disabilities may communicate. They may communicate using sign language, augmentative/alternative communication (such as gestures, boards with symbols on them, or computer programs of speech), through interveners, by TTY (Telephone Teletype), or many other ways. It would also include information on appropriate ways of communicating with people with disabilities.

Instruction on equipment and interacting with people with disabilities includes basic information on using the equipment and appropriate and inappropriate ways of interacting with people using assistive devices, service animals and support persons.

Instruction on what to do if a person with a disability is having difficulty accessing your services includes asking the person how he or she can be accommodated and what alternative methods of service provision would be more accessible. In addition, the employee should be made aware of your policies, practices and procedures about the provision of goods or services to people with disabilities."

In order to meet the requirements of the regulation, a training program does need to be developed and implemented. Alternative formats that decrease the amount of ongoing costs for trainers will be considered during the development of the training modules. It is likely that a combination of training options will provide the most flexibility while ensuring a good understanding by staff of the tools and procedures required in order to serve people with disabilities, as well as, the principles of the Act.

Secondly, at the January 9, 2008, budget meeting, Committee requested that staff report back on relocating funds, for this year, in order to achieve compliance with Regulation 429/07 by 2010. The original enhancement request in terms of annual operating budget for 2008 for implementation of Regulation 429/07 was $361,500, including funding for 3 FTEs and consulting dollars for the required policy development, as well as, development and delivery of training.

As a follow-up to the request from the Audit and Administration Committee, an option has been developed which includes a delay in undertaking the work required to implement the regulation. Administrative support will be provided within the current divisional complement. The reduction in budget requested for policy development will be achieved through utilizing the consultants who are developing the Equity and Inclusion Policy, who will expand the nature of the consultation to include the policy statements required by the Customer Service Standard. The development of the training modules will be delayed until 2009, with training not planned to occur until 2010. It is expected that the development of the training materials and tools can be funded in 2009 within the current operating consulting budget (dependent on 2008 budget enhancement approval). The delay of the training will result in non-compliance in 2010, as the training will not yet have occurred. However, delaying the development of the training program until 2009 will mean that the policy development and procedures development will be underway. Both of these will be required to complete the development of the training program.
The suggested option provides for the 2 positions to be budgeted for a half-year only, together with accompanying expenses in 2008, with an annualization increase required in 2009. The total increase to the operating budget for 2008 will be $129,650. The 2008 Capital budget request (from the levy) will be reduced by $125,000, being a net increase of $4,650 for 2008. There will be an annualization increase of $61,000 in 2009.

The following Table sets out the differences in the request and the impacts:

<table>
<thead>
<tr>
<th></th>
<th>Original Submission</th>
<th>Alternative - 2008 costs</th>
<th>Alternative 2009 costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Complement increase</td>
<td>3 FTEs</td>
<td>2.0 FTEs, mid-way thru the year</td>
<td></td>
</tr>
<tr>
<td>Operating budget adjustments</td>
<td>$236,500</td>
<td>$109,650</td>
<td>$61,000</td>
</tr>
<tr>
<td>Policy Development (consulting)</td>
<td>$60,000</td>
<td>$20,000</td>
<td>Nil</td>
</tr>
<tr>
<td>Training</td>
<td>$65,000</td>
<td>Nil</td>
<td>Nil</td>
</tr>
<tr>
<td>Total</td>
<td>$361,500</td>
<td>$129,650</td>
<td>$61,000</td>
</tr>
<tr>
<td>Impacts</td>
<td></td>
<td>1. Training will not be developed until 2009, and not offered until 2010 2. Annualization of salaries required in 2009 3. Reduction in 2008 Capital budget (from levy) of $125,000</td>
<td>Annualized costs for the 2.0 FTEs</td>
</tr>
</tbody>
</table>

**ALTERNATIVES FOR CONSIDERATION:**

This report offers an alternative for funding the required enhancements through a reallocation of funds as requested by the Audit and Administration Committee. It includes resources necessary to comply with the Ontario Regulation, including preparation and implementation of the policies, procedures and practices required by the Regulation, as well as, developing and putting in place the tracking and reporting mechanisms and communication of the policies, procedures, etc. This alternative will delay the development of the training modules required to implement the standard until 2009 and will delay the roll-out of the training until 2010. The City will not be in a position of compliance by January 2010 as required by the regulation.

The other alternative would be not to do anything in terms of preparing for and implementing the standard. It is believed that this alternative would not be viable or acceptable from a community point of view or from the provincial point of view. It would
put the City in jeopardy of being fined under the enforcement provisions of the Regulation.

**FINANCIAL/STAFFING/LEGAL IMPLICATIONS:**

Under the recommended alternative, the 2008 operating budget impacts of the enhancement package are $129,650, with an annualization impact in 2009 of $61,000. There is an offsetting 2008 Capital budget reduction in the amount of $125,000.

The Customer Service Standard is a mandatory standard required to be implemented by January 1, 2010. The AODA provides for enforcement of the customer service standard through inspections, compliance orders and administrative penalties. Details of enforcement will be set out in a new regulation that is planned for 2008. The Ministry of Community and Social Services have provided some preliminary details about enforcement on their website. Fines for conviction of an offence for persons are up to $50,000 or for corporations up to $100,000 for each and every day or part day that an offence occurs. Although the timelines are very ambitious, and possibly unrealistic for the City to comply with the regulation by January 1, 2010, it is advisable to make efforts to move towards compliance, as early as possible, in order to show significant progress to both the Ministry and the community.

Staff attended a recent workshop related to implementation of this standard hosted by the Accessibility Directorate of Ontario and the Association of Municipal Clerks and Treasurers of Ontario. They expressed clear expectation that the standard will be implemented by January 1, 2010.

**POLICIES AFFECTING PROPOSAL:**

Policies are required to be developed in order to implement the standard.

**RELEVANT CONSULTATION:**

The Advisory Committee for Persons with Disabilities provide ongoing input and feedback about the provision of City services and are aware of the needs for training and policy/procedure development as a result of the Customer Service standard. They will be consulted during the development of the policies/procedures and processes required by the standard.

In an effort to get some idea of what other municipalities have currently developed in order to implement the Customer Service Standards by 2010, fourteen municipalities were surveyed including the Cities of Ottawa, St. Catharines, Windsor, Guelph, Toronto, Sault Ste. Marie, Brampton, Burlington, London and Mississauga; The Regional Municipalities of Niagara, Waterloo, York, Peel and the Town of Milton.

Twenty per cent of the municipalities mentioned above have at least one staff resource dedicated to the coordination of the Accessibility Plan and each have a budget to hire staff on contract for training or additional support in order to fulfill the requirements of the AODA. Approximately 80% of the municipalities surveyed have more than one staff
resource dedicated to fulfilling the requirements of AODA. Eleven of these municipalities have budgeted for the Customer Service Standards in the 2008 budget process and many of these municipalities have already had their budgets approved. The other three municipalities did not put anything in the 2008 budget because they already had dollars allocated to the AODA from the previous budgets that were a result of multi-year funding. Two of these municipalities informed us that they wanted to do more planning before they put forward budget items.

There are some initiatives that are particularly interesting that are worth noting here. The Cities of London, Brampton, Burlington, Mississauga, Ottawa, Toronto and The Regional Municipality of Peel all have an accessibility budget that is used to fund anything to do with the AODA that is separate from staffing resources. Most of the municipalities surveyed have requested training dollars in their yearly budgets so do not have to submit an increase to this budget line until 2009 and beyond. The City of London has put in an operational budget request of $350,000 in the 2008 Budget to pay for staffing, training and policy development. They have also informed Council in their report that the budget will increase to $1,000,000 in 2009 and 2010. A number of municipalities have already started training their staff and some have completed the training prior to 2008.

Of these municipalities polled, the Cities of London, Ottawa, Toronto, Windsor and The Regional Municipality of Peel have a broader mandate, similar to the City of Hamilton, around the issue of equity and/or diversity management. We believe that this trend will continue to grow across the country as the demographic trends continue to change with the influx of new immigrants and the issues of equity continues to be discussion points for many communities. It is also noteworthy to mention that all the municipalities that we polled have stated that they still feel under resourced in terms of meeting the requirements of the AODA adequately. The enhancement request in order to meet the requirements of the AODA, 2005 legislation and related standards is in line with resources requested or approved by other municipalities.

<table>
<thead>
<tr>
<th>CITY STRATEGIC COMMITMENT:</th>
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By evaluating the “Triple Bottom Line”, (community, environment, economic implications) we can make choices that create value across all three bottom lines, moving us closer to our vision for a sustainable community, and Provincial interests.

Community Well-Being is enhanced. ☑ Yes ☐ No

The implementation of the Customer Service standard will improve the accessibility of City services for people in the community with disabilities, allowing to access services with independence and dignity.

Environmental Well-Being is enhanced. ☐ Yes ☑ No

There is no negative impact on the environment.

Economic Well-Being is enhanced. ☐ Yes ☑ No

Economic well-being is enhanced as access to services is enhanced for people with disabilities.

Does the option you are recommending create value across all three bottom lines?
Do the options you are recommending make Hamilton a City of choice for high performance public servants?  ☑ Yes  ☐ No

The provision of policies, procedures and training for City employees to implement the Customer Service standard of the Accessibility for Ontarians with Disabilities Act will assist employees and provide appropriate tools to provide excellence in serving people with disabilities.
Accessibility for Ontarians with Disabilities Act, 2005

ONTARIO REGULATION 429/07
ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

Consolidation Period: From January 1, 2008 to the e-Laws currency date.
No amendments.

This is the English version of a bilingual regulation.

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Schedule 1 Boards, commissions, authorities and agencies
Schedule 2 Broader public sector

Purpose and application
1. (1) This Regulation establishes accessibility standards for customer service and it applies to every designated public sector organization and to every other person or organization that provides goods or services to members of the public or other third parties and that has at least one employee in Ontario. O. Reg. 429/07, s. 1 (1).

   (2) In this Regulation,

   “designated public sector organization” means the Legislative Assembly and the offices of persons appointed on the address of the Assembly, every ministry of the Government of Ontario, every municipality and every person or organization listed in Schedule 1 or described in Schedule 2 to this Regulation; (“organisation désignée du secteur public”)

   “provider of goods or services” means a person or organization to whom this Regulation applies. (“fournisseur de biens ou de services”) O. Reg. 429/07, s. 1 (2).

Effective dates
2. The accessibility standards for customer service apply to the designated public sector organizations on and after January 1, 2010 and to other providers of goods or services on and after January 1, 2012. O. Reg. 429/07, s. 2.

Establishment of policies, practices and procedures
3. (1) Every provider of goods or services shall establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities. O. Reg. 429/07, s. 3 (1).

   (2) The provider shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

   1. The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.

   2. The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services. O. Reg. 429/07, s. 3 (2).

(3) Without limiting subsections (1) and (2), the policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the provider’s goods or services or the availability, if any, of other measures which enable them to do so. O. Reg. 429/07, s. 3 (3).

(4) When communicating with a person with a disability, a provider shall do so in a manner that takes into account the person’s disability. O. Reg. 429/07, s. 3 (4).

(5) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare one or more documents describing its policies, practices and procedures and, upon request, shall give a copy of a document to any person. O. Reg. 429/07, s. 3 (5).

Use of service animals and support persons

4. (1) This section applies if goods or services are provided to members of the public or other third parties at premises owned or operated by the provider of the goods or services and if the public or third parties have access to the premises. O. Reg. 429/07, s. 4 (1).

(2) If a person with a disability is accompanied by a guide dog or other service animal, the provider of goods or services shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises. O. Reg. 429/07, s. 4 (2).

(3) If a service animal is excluded by law from the premises, the provider of goods or services shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the provider’s goods or services. O. Reg. 429/07, s. 4 (3).

(4) If a person with a disability is accompanied by a support person, the provider of goods or services shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises. O. Reg. 429/07, s. 4 (4).

(5) The provider of goods or services may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises. O. Reg. 429/07, s. 4 (5).

(6) If an amount is payable by a person for admission to the premises or in connection with a person’s presence at the premises, the provider of goods or services shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person. O. Reg. 429/07, s. 4 (6).

(7) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare one or more documents describing its policies, practices and procedures with respect to the matters governed by this section and, upon request, shall give a copy of a document to any person. O. Reg. 429/07, s. 4 (7).

(8) In this section,

“guide dog” means a guide dog as defined in section 1 of the Blind Persons Rights’ Act; (“chien-guide”)

“service animal” means an animal described in subsection (9); (“animal d’assistance”)

“support person” means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services. (“personne de soutien”) O. Reg. 429/07, s. 4 (8).

(9) For the purposes of this section, an animal is a service animal for a person with a disability,

(a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or

(b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability. O. Reg. 429/07, s. 4 (9).

Notice of temporary disruptions

5. (1) If, in order to obtain, use or benefit from a provider’s goods or services, persons with disabilities usually use particular facilities or services of the provider and if there is a temporary disruption in those
facilities or services in whole or in part, the provider shall give notice of the disruption to the public.  O. Reg. 429/07, s. 5 (1).

(2) Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.  O. Reg. 429/07, s. 5 (2).

(3) Notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider of goods or services, by posting it on the provider’s website, if any, or by such other method as is reasonable in the circumstances.  O. Reg. 429/07, s. 5 (3).

(4) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare a document that sets out the steps to be taken in connection with a temporary disruption and, upon request, shall give a copy of the document to any person.  O. Reg. 429/07, s. 5 (4).

Training for staff, etc.

6. (1) Every provider of goods or services shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:

1. Every person who deals with members of the public or other third parties on behalf of the provider, whether the person does so as an employee, agent, volunteer or otherwise.

2. Every person who participates in developing the provider’s policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.  O. Reg. 429/07, s. 6 (1).

(2) The training must include a review of the purposes of the Act and the requirements of this Regulation and instruction about the following matters:

1. How to interact and communicate with persons with various types of disability.

2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.

3. How to use equipment or devices available on the provider’s premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.

4. What to do if a person with a particular type of disability is having difficulty accessing the provider’s goods or services.  O. Reg. 429/07, s. 6 (2).

(3) The training must be provided to each person as soon as practicable after he or she is assigned the applicable duties.  O. Reg. 429/07, s. 6 (3).

(4) Training must also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.  O. Reg. 429/07, s. 6 (4).

(5) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare a document describing its training policy, and the document must include a summary of the contents of the training and details of when the training is to be provided.  O. Reg. 429/07, s. 6 (5).

(6) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.  O. Reg. 429/07, s. 6 (6).

Feedback process for providers of goods or services

7. (1) Every provider of goods or services shall establish a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public.  O. Reg. 429/07, s. 7 (1).

(2) The feedback process must permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise.  O. Reg. 429/07, s. 7 (2).

(3) The feedback process must specify the actions that the provider of goods or services is required to take if a complaint is received.  O. Reg. 429/07, s. 7 (3).
(4) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall prepare a document describing its feedback process and, upon request, shall give a copy of the document to any person. O. Reg. 429/07, s. 7 (4).

Notice of availability of documents

8. (1) Every designated public sector organization and every other provider of goods or services that has at least 20 employees in Ontario shall notify persons to whom it provides goods or services that the documents required by this Regulation are available upon request. O. Reg. 429/07, s. 8 (1).

(2) The notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider’s website, if any, or by such other method as is reasonable in the circumstances. O. Reg. 429/07, s. 8 (2).

Format of documents

9. (1) If a provider of goods or services is required by this Regulation to give a copy of a document to a person with a disability, the provider shall give the person the document, or the information contained in the document, in a format that takes into account the person’s disability. O. Reg. 429/07, s. 9 (1).

(2) The provider of goods or services and the person with a disability may agree upon the format to be used for the document or information. O. Reg. 429/07, s. 9 (2).

10. OMITTED (PROVIDES FOR COMING INTO FORCE OF PROVISIONS OF THIS REGULATION). O. Reg. 429/07, s. 10.

SCHEDULE 1

BOARDS, COMMISSIONS, AUTHORITIES AND AGENCIES

1. Agriculture, Food and Rural Affairs Appeal Tribunal.
2. Agricorp.
3. Alcohol and Gaming Commission of Ontario.
4. Algonquin Forestry Authority.
5. Assessment Review Board.
6. Board of negotiation continued under subsection 27 (1) of the Expropriations Act.
7. Cancer Care Ontario.
8. The Centennial Centre of Science and Technology.
12. Consent and Capacity Board.
15. Crown Employees Grievance Settlement Board.
18. Echo: Improving Women’s Health in Ontario.
19. Education Quality and Accountability Office.
22. Financial Services Tribunal.
25. Greater Toronto Transit Authority.
26. Greater Toronto Transportation Authority.
27. Health Professions Appeal and Review Board.
29. Health Services Appeal and Review Board.
31. Landlord and Tenant Board.
32. Legal Aid Ontario.
33. Licence Appeal Tribunal.
34. Liquor Control Board of Ontario.
35. Each local health integration network as defined under section 2 of the *Local Health System Integration Act, 2006.*
36. McMichael Canadian Art Collection.
37. Metropolitan Toronto Convention Centre Corporation.
38. Niagara Escarpment Commission.
40. Normal Farm Practices Protection Board.
41. Office of the Employer Adviser.
42. Office of the Worker Adviser.
43. Ontario Civilian Commission on Police Services.
44. Ontario Clean Water Agency.
45. Ontario Educational Communications Authority.
46. Ontario Electricity Financial Corporation.
47. Ontario Energy Board.
48. Ontario Farm Products Marketing Commission.
49. Ontario Film Review Board.
50. Ontario Financing Authority.
51. Ontario Food Terminal Board.
52. Ontario French-language Educational Communications Authority.
53. Ontario Health Quality Council.
54. Ontario Heritage Trust.
55. Ontario Highway Transportation Board.
57. Ontario Infrastructure Project Corporation.
58. Ontario Labour Relations Board.
59. Ontario Lottery and Gaming Corporation.
60. Ontario Media Development Corporation.
61. Ontario Mental Health Foundation.
62. Ontario Municipal Board.
63. Ontario Northland Transportation Commission.
64. Ontario Parole and Earned Release Board.
65. Ontario Pension Board.
66. Ontario Place Corporation.
68. Ontario Racing Commission.
69. Ontario Realty Corporation.
70. Ontario Review Board.
71. Ontario Securities Commission.
72. Ontario Special Education Tribunal (English).
73. Ontario Special Education Tribunal (French).
74. Ontario Tourism Marketing Partnership Corporation.
75. Ontario Trillium Foundation.
76. Ottawa Congress Centre.
77. Owen Sound Transportation Company.
78. Pay Equity Hearings Tribunal.
79. Pay Equity Office.
80. Province of Ontario Council for the Arts.
81. Public Service Grievance Board.
82. Royal Ontario Museum.
83. St. Lawrence Parks Commission.
84. Science North.
85. Smart Systems for Health Agency.
86. Social Assistance Review Board.
87. Social Benefits Tribunal.
88. Soldiers’ Aid Commission.
89. Trillium Gift of Life Network.
90. Walkerton Clean Water Centre.
91. Workplace Safety and Insurance Appeals Tribunal.
92. Workplace Safety and Insurance Board.

O. Reg. 429/07, Sched. 1.

SCHEDULE 2
BROADER PUBLIC SECTOR

1. Every district school board as defined in section 1 of the Education Act.
2. Every hospital as defined in section 1 of the Public Hospitals Act.
3. Every college of applied arts and technology established under the Ontario Colleges of Applied Arts and Technology Act, 2002.
4. Every university in Ontario, including its affiliated and federated colleges, that receives operating grants from the Government of Ontario.
5. Every public transportation organization in Ontario, including any municipally operated transportation services for persons with disabilities, that provides services for which a fare is charged for transporting the public by vehicles that are operated,

   i. by, for or on behalf of the Government of Ontario, a municipality, a local board of a municipality or a transit or transportation commission or authority,

   ii. under an agreement between the Government of Ontario and a person, firm, corporation, or transit or transportation commission or authority, or

   iii. under an agreement between a municipality and a person, firm, corporation or transit or transportation commission or authority.

   O. Reg. 429/07, Sched. 2.