



Accessibility, Accommodation & Adaptive Computer Technology (AAACT) Program Overview



Shared Services
Canada

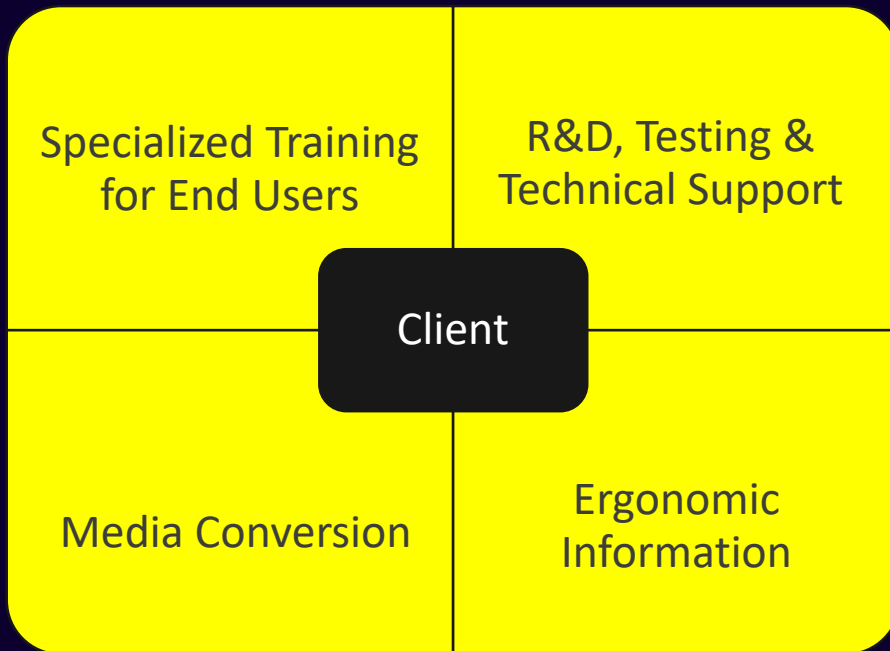
Services partagés
Canada

Canada

Background / Context

Since 1991, the AACT Program has been a driving force in the fields of accessibility, accommodation and adaptive computer technology, assisting in the integration into the workplace of employees with disabilities, injuries and ergonomic requirements who require access to systems, programs, information, computers and computer resources.

Client Centric Service Delivery – The role of AACT Specialization



- Accommodation has little to do with buying a “thing”
- In no other area is a person expected to do the job of IT support, training support and network support and somehow manage to find time to do their job
- Multi-disciplinary team effort

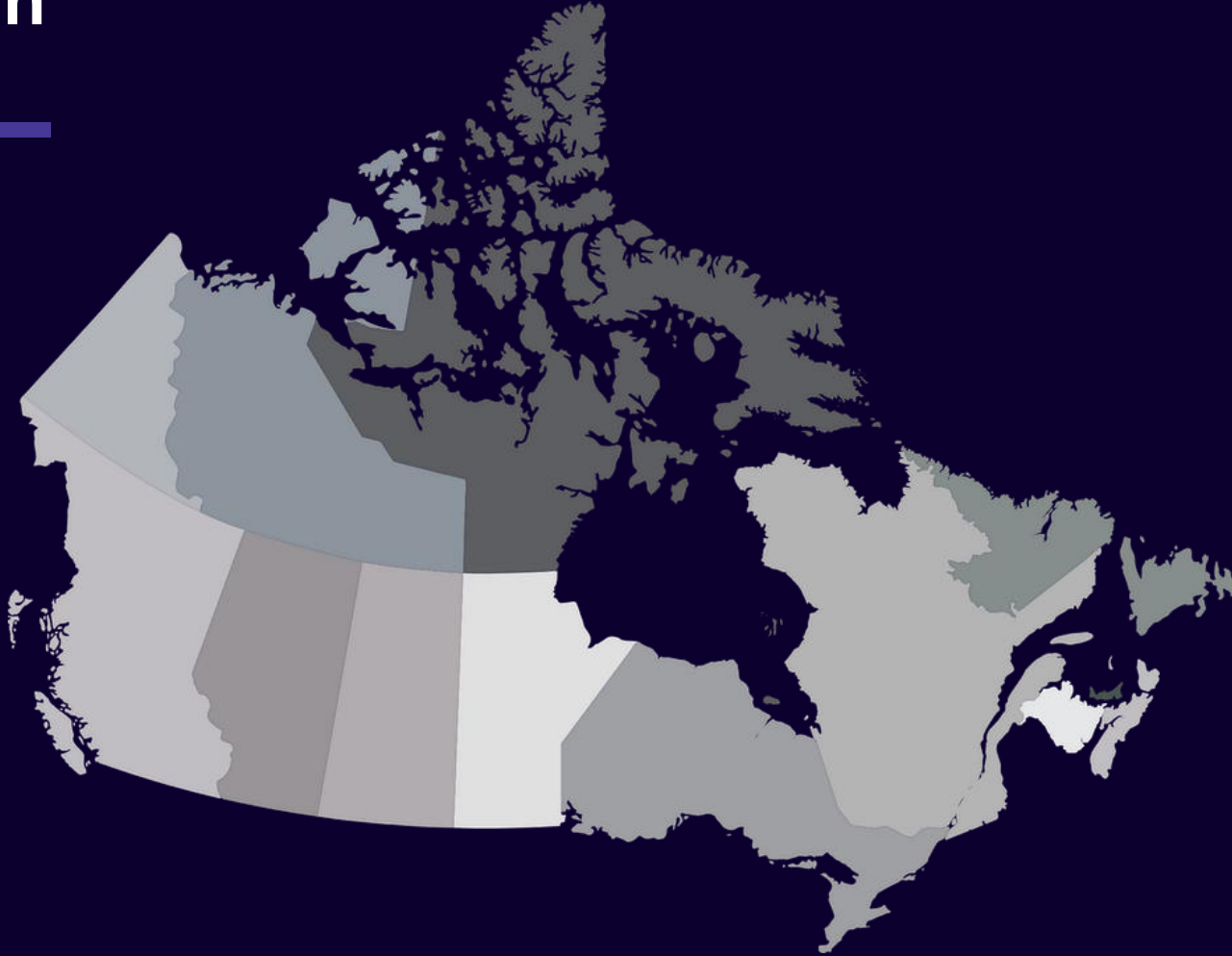
The Centre of Expertise in the FPS

- The AACT program has gained international recognition for the unique services provided to persons with disabilities
- Awarded the 2012-2013 Public Service Award of Excellence
- Instrumental in the creation of support networks, knowledge sharing initiatives and other ACT centers

AAACT's Unique Expertise

- Recognizing the unique expertise of The Adaptive Computer Technology Program, Treasury Board's Employment Equity Positive Measures Program (EEPMP) funded the development of a course to train technicians in supporting adaptive computer devices.
- Information Technology support staff throughout government departments have the opportunity to be instructed on how to effectively support and implement Adaptive Computer Technology in their own departments.

Participation



We service to individuals from all across the government and all over Canada.

AAACT Services Provided to the Federal Public Service

Client Services

- Provide needs assessment according to job function and disability or injury
- Solution Development
- Integration of the ACT tools within the users technical environment
- Research and testing individual's solutions

Training Courses

- Hands on training program for Technicians
- Accessibility boot camp for web masters and applications developers
- Creating content & documents following accessibility standards
- Customised accessible training courses for persons with disabilities
- Awareness training and equipment demonstration

Accessibility Testing

- Test new technologies and products in the marketplace

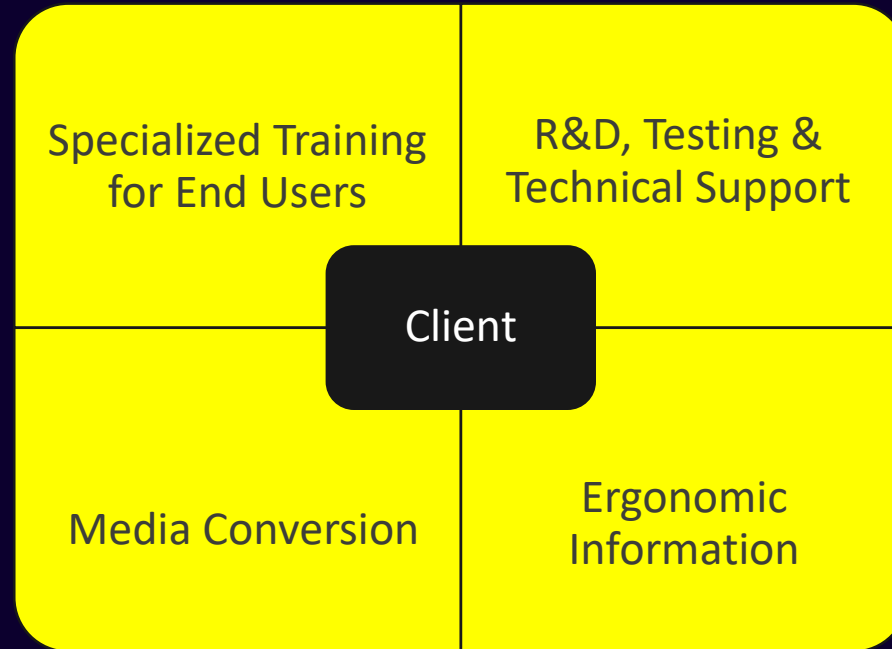
Service for Partners, Accessibility Testing

- Product evaluations
- Application evaluations & guidance
- Website evaluations & guidance
- Hardware evaluations and guidance
- Multiple format guidance

Evidence Based Assessments

- We test possible solutions with individuals to determine the best fit.
- We load the equipment so it can be tried in the workplace prior to purchase.
- We dedicate a team member to assist the employee and their supports such as manager, IT and HR throughout the process.

Client-Centric Service Delivery – 2nd Tier Service Delivery



- Tier 2 – Personal (Adaptive / Assistive) Technologies
- Tier 3 – Technology, Environment, Information & Services

Why are These Things Important? Building a Team and a Community

- Setting a common base level of information across government & across departments
- Providing a forum for discussion & knowledge transfer through e-ACT
- Providing additional training that builds on that base level of knowledge
- Reduce the level of duplicated and wasted resources researching, testing and re-inventing the wheel
- Providing additional services and training that complement & enhance the knowledge & capacity within departments



Most Common Points to Activate AAAC – User Specific Activation

- During staffing
- Following a Health Canada assessment
- Change to environment
- Change to the person's condition
- Client is going on training
- Prior to a major system development
- Prior to a major system deployment



Most Common Points to Activate AAAC – IM/IT Activation

- During staffing
- Change to IT environment
- Request for alternate/multiple format material
- New technician needs training
- New developer needs training
- Prior to a major system development
- Major system deployment



Inclusion – An Essential Design Requirement

Most Managers are increasingly aware of "Duty to Accommodate" obligations. We are seeing enhanced responses to individual employee needs.

However, inclusion requirements need to be considered pro-actively when we buy, build or deliver any system or service.

- Management Accountability Framework: People, Public Service Values and Risk Management Provisions
- Duty to Accommodate: The Four Duties
- Canada Labour Code - Part II: identify and correct problems to prevent injury
- Canadian Human Rights Act: avoid "two-door" discrimination
- Employment Equity Act: planning for better representation
- Internationally Established Requirements: UN Audits and Requirements; Project Lifecycle Management

All Roads Lead to an Info Session

- Referral
- A Client
- IT
- OSH
- Health Canada
- NGO
 - i.e. CNIB



What is an Info Session?

- Informal Info Session
- An informal session available to any Federal Public Service employee, manager and management supports (Facilities, Occupational Health and Safety, Information Technology, Human Resources)
- Get answers, learn about accessibility & learn about adaptive technology



Leveraging Technology to Facilitate The Process

- Video Conferencing
 - InfoSessions, Meetings, Client Sessions & Training
- Remote Desktop Tools
 - Remote Tech Support, Remote Consulting, WebEX
- Remote Training Tools

Required Elements to Initiate AAAPT - Connecting The Dots

- Client Contact Information
- Management Contact Information
- Management Supports Contact Information
 - IT
 - Facilities
 - OSH / EE



Questions?

Contact Us!

E-mail:

ssc.aaact-aatia.spc@canada.ca

Phone:

(819) 994-4835

Web:

[http://service.ssc-spc.gc.ca/en/
contact/partclisupport/aaact](http://service.ssc-spc.gc.ca/en/contact/partclisupport/aaact)