



# Making self-service kiosks accessible

To help make Ontario accessible to people with disabilities, the Integrated Accessibility Standards Regulation (IASR) requires government and public sector organizations to include accessibility features in self-service kiosks they design or buy. All other organizations in the province must consider the accessibility of their kiosks. This summary will help you do that.

## When do I need to comply?

This requirement is being phased in over time, to give smaller organizations and private businesses time to prepare.

Government of Ontario		2012
Public Sector Organizations	50+ employees	2013
	1-49 employees	2014
Private sector & non-profit organizations	50+ employees	2014
	1-49 employees	2015

## What is a self-service kiosk?

A self-service kiosk is an interactive electronic terminal. People use them to access many kinds of products and services, for example:

- paying parking fees
- validating tickets
- buying groceries, and
- renewing licences.

Often people can pay for the products and services with a debit or credit card.



## What do I have to do?

The **Government of Ontario** and all **public sector organizations** must build accessibility features into their kiosks. They need to consider the needs of all their customers and clients to make their kiosks accessible to the widest range of users.

### Example

A town installed a self-service kiosk to tell people about tourist attractions. The kiosk uses touch screen technology. To allow people with vision loss to use the kiosk, the town added a voice-activated feature.

**Private sector and non-profit organizations** must consider what accessibility features they could build into their kiosks to best meet the needs of their customers.

### Example

Stan runs a grocery store. He is planning to purchase several new self-service checkout kiosks. To decide which ones to buy, Stan considers whether his customers who have disabilities will be able to use them and strives to include accessibility features where he can.



## Which accessibility features do I need to consider for my self-service kiosks?

There are many accessibility features. The IASR does not specify which features you must include in your self-service kiosks. Here are some examples to consider.

Some features can be **technical**, including:

- colour contrast on the display screen
- extra time for people to complete tasks, and
- voice-activated equipment.

Other accessibility features are **structural**, such as:

- height and stability of the kiosk
- headset jacks with volume control, and
- specialized keypads or keyboards.

Another key accessibility feature is the **path** to the kiosk. Consider whether people with mobility aids, such as walkers or wheelchairs, can easily access the kiosk.

## Want more detailed information?

[Read our policy guidelines.](#)

[Read the Integrated Accessibility Standards Regulation 191/11.](#)

[Read the Appendix to Making your purchases more accessible.](#)