

Providence Care

Being accessible to customers with disabilities isn't just the right thing to do, it's also the law.

DID YOU KNOW?

WHAT

Through the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the province is becoming more accessible for people with disabilities. Under the act, accessibility standards are being developed. These are the rules that Ontario businesses and organizations must follow to break down barriers for people with disabilities.

WHY

To provide persons with disabilities equal opportunity to obtain, use and benefit from goods and services while maintaining the dignity and independence of the person with a disability.

WHEN

The target date for a fully accessible Ontario is January 1, 2025.

HOW

See reverse side of card.

Ontario's first standard under the act, customer service, is now law. This standard applies to all business and organizations that provide goods or services and have at least one employee. Under this standard, businesses must train staff about serving customers with disabilities.

To comply, all obligated businesses and organizations must meet certain requirements including:

- 1.** Set up policies, practices and procedures for the provision of goods or services to people with disabilities.
- 2.** Make reasonable efforts to ensure that policies, practices and procedures are consistent with the key principles of independence, dignity, integration and equality of opportunity.
- 3.** Have a policy on assistive devices used by people with disabilities to access your goods or services and a policy outlining any other measures you offer to enable them to access your goods and services.
- 4.** Communicate with a person with a disability in a manner that takes into account their disability.
- 5.** People with disabilities are welcome to bring their service animals into the parts of your premises open to the public or open to other third parties, except where the animal is otherwise excluded by law.
- 6.** People with disabilities are welcome to bring their support persons with them when accessing goods or services on the parts of your premises open to the public or open to other third parties.
- 7.** Inform the public when facilities or services that people with disabilities usually use to access their goods and services are temporarily unavailable.
- 8.** Ensure that everyone who deals with the public on your behalf, as well as everyone involved in developing your customer service policies, receives training on topics outlined in the customer service standard.
- 9.** Set up a process for receiving and responding to feedback about the manner in which you provide goods or services to people with disabilities, including what action will be taken on any complaints.