



ACCESSIBILITY IN THE PROVINCE OF ONTARIO

The Township of King Accessibility Advisory Committee was established in 2003 under the Provincial Legislation, the *Ontarians with Disabilities Act, 2001 (ODA)*. The Committee advises Council on identifying, removing and preventing barriers in the Township. In 2005, the Government of Ontario passed the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. Its' goal is to make Ontario completely accessible by 2025.

Accessibility Standards have been created as part of the AODA. These Standards are rules that businesses and organizations in Ontario need to follow to identify, remove and prevent barriers so that people with disabilities will have more opportunities to participate in everyday life. The Accessibility Standards for Customer Service was the first Standard to become law as a regulation. The Integrated Accessibility Standards Regulation (IASR) is now law and the requirements are being phased in between 2011 and 2025. They include: Information and Communications, Employment and Transportation. The Built Environment, Open Spaces, is now law; the buildings section is not yet law. Under the new legislation (AODA), if your organization has at least one (1) employee, and you provide goods, services or facilities to the public or to other organizations, then you are subject to the regulation.

The requirements in the Customer Service Standards must now be in place. The requirements in the (IASR) will be phased in between 2011 and 2025. This will give organizations time to integrate the accessibility standards into the organizations' processes and practices. For further information, visit:

www.AccessOn.ca

BUSINESS PROFILE

Business Name:

Business Description:

Business Address:

Contact Person:

Phone #:

Fax #:

E-mail:

Website:

*Criteria—may be based on accepted “best practices”, information available in the current building code, experiences and by-laws from other Ontario jurisdictions. The designation evaluation is on a case by case basis using best practices. It is meant as a guideline only.

TOWNSHIP OF KING

ACCESSIBILITY FRIENDLY BUSINESS PROGRAM

Put decal here

Accessibility Advisory
Committee (AAC)

905-833-5321
aac@king.ca

DON'T MISS OUT ON POTENTIAL CUSTOMERS!

As a business owner/manager, quality of service is one of the most important things you can offer. The program outlined here, was established by the Township of King Accessibility Advisory Committee (AAC) and may help you understand how to improve access to goods and services for a large part of our community you may be missing out on—customers who have a disability.

As potential customers, these individuals, their families and friends may make choices about your business depending on how accessible it is. Providing easy access, accommodating service, and improving staff training are areas that can improve customer service.

You're in business to be successful. Do your customers include people with disabilities: They should. Here's why:

- About 1.85 million people in Ontario have a disability. (Statistics Canada, Participation and Activity Limitation survey (2006)). That's 15% of Ontario's population or 1 in 7 Ontarians. Over the next 20 years as the population ages, the number will rise to 1 in 5 Ontarians.
- People with disabilities spend nearly \$25 billion a year in Canada.
- People with disabilities influence the spending decisions of 12 to 15 million others.

That is a lot of people and a lot of money! Is that something you can afford to ignore?

The Ontario Government passed the *Ontarians with Disabilities Act, (AODA)* in June, 2005 which requires that both public and private sector businesses be **FULLY ACCESSIBLE** by 2025.

TIPS FOR PROVIDING ACCESSIBLE CUSTOMER SERVICE

- Using phrases like “May I help you?” or “How can I be of assistance to you?” Learn from patrons with a disability as to how you can help them.
- Ensuring that a paper and pen or pencil is available at all times to communicate in writing.
- Making sure a cart or basket is available when needed.
- Training staff so that they are knowledgeable of AODA Standards.
- Always speaking directly to the person with a disability.
- Allowing service animals that support the person to enter your premises.
- Counters should be at levels to accommodate wheelchairs
- Offer staff awareness training; use large font on written materials and signage.
- Braille is used on pertinent public signs (e.g. washrooms, elevators and exits)

PROGRAM OUTLINE

The Township of King Accessibility Advisory Committee (AAC) has created a program which recognises a business that demonstrates exceptional standards towards; easy access to goods and services; accessible built environment; and towards accessible customer service. To qualify for the designation “Accessibility Friendly”, a business must demonstrate that they meet the criteria as determined by the AAC.

TO PARTICIPATE IN THE PROGRAM

Complete the business profile on the back of this pamphlet and return to:

Township of King
Attn: Accessibility Advisory Committee
2075 King Road, King City, ON L7B 1A1

Or fax to: (905) 833-2300 or e-mail aac@king.ca . For further information, contact the Clerks' office at (905) 833-5321

The AAC will contact you to set-up a meeting for evaluation purposes once the application has been received. If your business meets the criteria, you will be presented with a decal for display.

THE FOLLOWING AREAS WILL BE EVALUATED:

Parking: Spaces should be clearly marked and close to entrance. Curb should have appropriate cut out.

Access: Ramps at 1:12 grade is safest. Doors wide enough to easily accommodate wheelchairs (81cm). Automatic doors are easiest.

Levels: Elevators, if more than one floor. Ramps for multiple levels with a handrail.

Elevator: Elevators are easiest to use when fully automatic and do not require a key to operate.

Hallways/Aisles: Narrow hallways and items placed in aisles may create obstructions to easy access (barriers).

Washroom: Easily reachable, wide doors, low thresholds, hand towels and/or dryers, lever taps, low soap dispensers, automatic door and light switches, grab bars, sink with wheelchair clearance. Family washrooms are beneficial to all!

Shelving: Ensure shelving is secure and well lit with majority of items within reach of the person or ensuring that assistance is available when needed.

Floors: A non-slip surface is recommended in public areas.