

# Accessibility Resources for Businesses

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## **Accessibility Directorate of Ontario**

Toll-free: 1-866-515-2025

TTY: 416-325-01488 / Toll-free: 1-800-335-6611

Fax: 416-325-3407

**Web Site:** [www.ontario.ca/accesson](http://www.ontario.ca/accesson)

**Email:** [accessibility@css.gov.on.ca](mailto:accessibility@css.gov.on.ca)

## **Mail:**

Accessibility Directorate of Ontario

777 Bay Street, 6th Floor, Suite 601A & Suite 601B

Toronto ON M7A 2J4

## **Ontario Chamber of Commerce – Accessibility Works**

Accessibility Expert: Lauren Gunding

Email: [laurengunding@occ.on.ca](mailto:laurengunding@occ.on.ca)

Phone: (416) 482-5222 ext. 2360

Website: [Accessibility Works](#)

## **Customer Service Standard**

1. General Information:

<http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/customerService/>

2. Ontario Reg. 429/07 Accessibility Standard for Customer Service:

[http://www.e-laws.gov.on.ca/html/regs/english/elaws\\_regs\\_070429\\_e.htm](http://www.e-laws.gov.on.ca/html/regs/english/elaws_regs_070429_e.htm)

3. Serve-Ability: Transforming Ontario's Customer Service Training Course:

<http://www.mcass.gov.on.ca/en/serve-ability/index.aspx>

4. Preparing a Customer Service Accessibility plan – Template

[http://www.mcass.gov.on.ca/documents/en/mcass/accessibility/Tools/TemplatePlan\\_en.pdf](http://www.mcass.gov.on.ca/documents/en/mcass/accessibility/Tools/TemplatePlan_en.pdf)

## General information on the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (IASR)

1. Ontario Reg. 191/11 Integrated Accessibility Standards: [http://www.e-laws.gov.on.ca/html/regs/english/elaws\\_regs\\_110191\\_e.htm](http://www.e-laws.gov.on.ca/html/regs/english/elaws_regs_110191_e.htm)
2. AODA – A Guide to the IASR: <http://www.aoda.ca/a-guide-to-the-integrated-accessibility-standards-regulation/>
3. Making your purchases more accessible: [http://www.mcass.gov.on.ca/en/mcass/publications/accessON/accessible\\_procurement/assess.aspx](http://www.mcass.gov.on.ca/en/mcass/publications/accessON/accessible_procurement/assess.aspx)
4. Making meetings accessible: [http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/understanding\\_accessibility/planning\\_meeting.aspx](http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/understanding_accessibility/planning_meeting.aspx)
5. How-to videos on accessibility: [http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/understanding\\_accessibility/howto\\_videos.aspx](http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/understanding_accessibility/howto_videos.aspx)
6. Article on preparing Multi-Year Plan: [http://blog.firstreference.com/2013/01/24/happy-2014-well-it-will-be-if-you-start-preparing-your-multi-year-accessibility-plan-under-the-aoda-now/?goback=%2Egde\\_2604468\\_member\\_207805006#axzz2JHRb19Wm](http://blog.firstreference.com/2013/01/24/happy-2014-well-it-will-be-if-you-start-preparing-your-multi-year-accessibility-plan-under-the-aoda-now/?goback=%2Egde_2604468_member_207805006#axzz2JHRb19Wm)
7. Free Training Modules on the Integrated Accessibility Standards Regulation: <http://www.accessforward.ca/>

## Information & Communications Standard

1. General Information: [http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/info\\_comm/index.aspx](http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/info_comm/index.aspx)
2. World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0.: <http://www.w3.org/TR/WCAG/>
3. Accessible Digital Office Document Project (ADOD): <http://adod.idrc.ocad.ca/>

4. Communication Access for People who have Communication Disabilities:  
[http://www.mcass.gov.on.ca/documents/en/mcass/publications/accessibility/commAccessCommunicationDisabilities/Communication\\_Access\\_ENG.pdf](http://www.mcass.gov.on.ca/documents/en/mcass/publications/accessibility/commAccessCommunicationDisabilities/Communication_Access_ENG.pdf)
5. Sample Information & Communications Accessibility Plan for Small Business  
<http://www.gaates.org/aic/26000.html>
6. Making information accessible:  
[http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/understanding\\_accessibility/making\\_information\\_accessible.aspx](http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/understanding_accessibility/making_information_accessible.aspx)

### **Employment Standard**

1. General information:  
<http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/employment/index.aspx>
2. Employer's Toolkit from the Conference Board of Canada  
<http://www.conferenceboard.ca/e-library/abstract.aspx?did=5258>
3. AODA Compliance Wizard: <https://www.appacats.mcass.gov.on.ca/eadvisor/>
4. Make your workplace accessible:  
[http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/understanding\\_accessibility/making\\_workplace\\_accessible.aspx](http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/understanding_accessibility/making_workplace_accessible.aspx)

### **Transportation Standard**

1. General Information:  
<http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/transportation/index.aspx>

### **Built Environment Standard – Design of Public Spaces & Building Code**

1. General Information:  
[http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/built\\_environment/index.aspx](http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/built_environment/index.aspx)

2. Ontario Reg. 413/12 Design of Public Spaces: [http://www.e-laws.gov.on.ca/html/source/regs/english/2012/elaws\\_src\\_regs\\_r12413\\_e.htm#skipmenu](http://www.e-laws.gov.on.ca/html/source/regs/english/2012/elaws_src_regs_r12413_e.htm#skipmenu)
3. Making buildings & spaces accessible: [http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/understanding\\_accessibility/making\\_buildings\\_accessible.aspx](http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/understanding_accessibility/making_buildings_accessible.aspx)
4. Building Code Act, 1992: <http://www.search.e-laws.gov.on.ca/en/isysquery/f9dae92c-8672-4938-8563-887f9ab9362b/4/doc/?search=browseStatutes&context=#hit1>

### **Your Feedback is Important to Us!**

The ultimate goal of the County of Perth is to meet and surpass customer expectations while serving customers with disabilities. Comments on the County's services regarding how well those expectations are being met are welcomed and appreciated.

Feedback regarding the way the County of Perth provides goods and services to people with disabilities can be directed to the **Accessibility Coordinator**:

**Phone:** 519-271-0531 ext 141

**Email:** [accessibility@perthcounty.ca](mailto:accessibility@perthcounty.ca)

**Mail:** Accessibility Coordinator  
Corporation of the County of Perth  
1 Huron Street  
Stratford, ON N5A 5S4

A response will be provided within 30 days, in the same manner as the feedback was received.

Concerns may also be discussed **in-person** by bringing them to the attention of the staff serving you, requesting to speak with a manager, or arranging an appointment with the Accessibility Coordinator.