

Accessibility Information Sheet

NEW LEGISLATION

Under the A.O.D.A.* all Ontario businesses with more than one employee are **already required** to be in compliance with new accessibility laws.

The Customer Service Standard requires the establishment of accessible customer service policies and procedures, and training of staff.

These policies and procedures should address accommodation of Assistive Devices, Service Animals, Support Persons, and communications. Protocols for Temporary Service Disruption Notification & Feedback are also required.

Regulations covering Information & Communication, Employment Equity, and Transportation begin coming into effect January 31, 2012.

* AODA: Accessibility for Ontarians with Disabilities Act, 2005 including Reg. 429/-07: Customer Service Standard, and Reg. 191/11: Integrated Accessibility Standards

WHY ACCESSIBILITY?

- ~ Improves corporate perception, customer satisfaction & consumer **loyalty**
- ~ Expands **reach** to entire market
- ~ Canadians with disabilities spend **\$25 billion / year**
- ~ Consumers seeking accessible environments, products & services have **\$2 trillion to spend**
- ~ AODA can increase retail sector sales up to **\$9.6 billion** in next 5 years
- ~ Staff trained in accessibility provide **adaptive & accommodating** service
- ~ Increases independence, dignity, integration and **equality** of opportunity
- ~ Accessible societies are more innovative, productive, competitive, **prosperous** & healthy
- ~ It's the **law**. Compliant businesses avoid non-compliance fines up to \$100,000 / day

1 in 7 Canadians has a Disability
Are you meeting these needs?

Roll a Mile

Contact Us for a
Complimentary Consultation

Accessibility Compliance • Training • Audits • Consulting

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WHY US?

- Extensive knowledge of A.O.D.A., Building Codes, accessibility standards & compliance requirements
- Understanding of Legislated Accessibility and Actual Accessibility
- Cost-effective solutions for implementing accessibility and removing barriers to access

What sets Roll a Mile apart is our first-hand knowledge of disabilities providing a unique ability to advise on accessibility, from a unique perspective.

In the words of one of our consultants, "You have to live it to know it".



Roll a Mile

A full-service accessibility firm specializing in

Compliance Programs

Staff Training

Accessibility Audits

Seminars & Workshops

Program Development

Consulting Services

Design / Build Services

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Report Card



Awareness



Attitude



Adaptation



Accommodation



Accessibility



AODA Compliance

**Is your business accessible? We can tell you.
Complying with accessibility laws? We can help.**