

Compliance Programs

Staff Training

Accessibility Audits

Seminars & Workshops

Program Development

Consulting Services

Design / Build

*Roll a Mile*

Accessibility  
Compliance  
Training  
Audits  
Consulting

*Roll a Mile*

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Accessibility - That's how we roll

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## *Accessibility Compliance Programs*

- ~ Initial Accessibility Compliance Audit
- ~ Establish and implement accessible policies, practices & procedures
- ~ Develop temporary service disruption notification & feedback protocols
- ~ Provision of communications and documents in accessible formats as required
- ~ Staff Training & Compliance Records
- ~ Accessibility Audits and Compliance Manual
- ~ Accessibility Plans and Reports in compliance with AODA requirements

## *Accessibility Training, Workshops & Seminars*

- ~ Facilitation of dynamic sensitivity training programs, workshops and seminars that educate about barriers to access and provide practical strategies to deliver adaptive, accommodating, accessible service
- ~ Fun-spirited challenges, practical simulations and team-building activities in an interactive learning environment to foster co-operation and understanding while providing hands-on experiences that highlight barriers to access.
- ~ Team-building exercises designed to increase staff morale, respect, and loyalty, while training participants to be adaptive and accommodating. Great for front-line staff working directly with the public, business owners and managers, and personnel responsible for developing workplace protocols.

## *Accessibility Audits*

Compliance Audits identify barriers to access and outline accessibility requirements based on best practices from internationally recognized accessibility standards including: Federal and Provincial Building Codes; The Canadian Standards Association Guidelines for Barrier-Free Design; and the Accessibility for Ontarians with Disabilities Act (AODA). These barrier-free design audits specifically evaluate buildings and environments to determine whether they meet the needs of persons with disabilities and provide detailed reports with complete descriptions of every non-compliance, barrier, and inconvenience with an outline of adaptations, both required and suggested, as well as an analysis of accommodation impact on business. Audits can include an itemized outline of costs to implement identified items, third-party estimates and resources for the implementation of accessibility adaptations. Design-Build services also available.

Secret Shopper Audits focus on the human side of accessibility, the attitude and awareness of front-line staff to ensure they are providing adaptive, accessible, barrier-free services. Comprehensive audit report outlines areas of concern and recommends strategies and procedures for improvement.

## What We Do

Our sessions look at accessibility from a unique perspective, employing experiential teaching methods, empathetic models and simulation activities to train staff in accessibility and barriers to access..

Quite simply, we put people in wheelchairs.

*"Tell me and I forget.  
Teach me and I remember.  
Involve me and I learn."*  
- Benjamin Franklin

At **Roll a Mile**, our first-hand experiences provide participants "in their shoes" simulations for a more memorable understanding of barriers facing persons with disabilities.

This interactive, first-hand approach creates participants who retain and engage more, and become more proactive in their awareness, adaptation and accommodation.

It is amazing how perception is changed, and awareness raised, from a few minutes spent "Rolling a Mile".

## Why Accessibility?

- ~ Staff trained in accessibility provide adaptive and accommodating service
- ~ Expands reach while improving corporate perception, customer satisfaction and consumer loyalty
- ~ Canadians with disabilities spend \$25 billion / year
- ~ Consumers seeking accessible environments, products and services have \$2 trillion to spend
- ~ AODA can increase retail sector sales \$9.6 billion in 5 years
- ~ Accessible societies are more innovative, productive, prosperous and 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?**