

PRIVATE BUSINESSES MUST MEET ACCESSIBILITY REQUIREMENTS BY JANUARY 1, 2012

WHAT ACCESSIBILITY STANDARDS?

The *Accessibility for Ontarians with Disabilities Act, 2005* requires public and private sector organizations to comply with mandatory standards that remove and prevent barriers to accessibility for people with disabilities. The legislation is part of the Ontario government's plan to ensure that, by 2025, people with disabilities are able to participate in and enjoy the opportunities available to people without disabilities.

WHAT DO I HAVE TO DO?

The Standard requires that businesses in Ontario make their customer service accessible and train their staff on how to provide accessible service. Public sector organizations (such as the Town) already comply with the standard (as of January 1, 2011).

WHO IS REQUIRED TO COMPLY?

ALL people, businesses and organizations that provide goods or services either directly to the public or to other businesses or organizations and have one or more employees in Ontario.

WHERE DO I GET MORE INFORMATION?

To assist employers in meeting the Accessibility Standard for Customer Service, the Ministry of Community and Social Services has created a number of user friendly tools, to help employers understand what they need to do and how to do it. Employers are encouraged to visit the provincial website www.ontario.ca/accession and follow the links that apply. You may also contact the Town of Amherstburg Clerk's Department at (519) 736-0012 for further clarification.

WHAT HAPPENS IF I DON'T COMPLY?

For organizations that persist in not meeting their obligations, the government has the power to conduct inspections, assign monetary penalties and prosecute through the courts.

