

Accessibility for Ontarians with Disabilities Act 2005 (“AODA”) Customer Service Standard - Are you in Compliance?

Have you received a letter from the Ministry of Economic Development, Trade and Employment (“Ministry”) stating that you have not filed the accessibility compliance report for your organization?

Under the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”), organizations in Ontario with twenty (20) or more employees were required to file an accessibility compliance report by December 31, 2012 confirming that its obligations pertaining to the Customer Service Standard have been met.

As you may recall from our previous e2r Alerts!, AODA requires organizations in the province of Ontario to comply with mandatory “accessibility standards” to address the needs of persons with disabilities with respect to access to goods, services, facilities, employment, accommodation, and buildings.

The Customer Service Standard was the first standard to come into force and it addresses the access to goods and services for persons with disabilities. Requirements to comply with the Customer Service Standard include the development of policies and procedures that address the needs of people with disabilities as well as training to staff, volunteers, and contractors on providing goods and services to people with disabilities.

The Ministry is now contacting organizations via letter who did not file the accessibility compliance report by the December 31, 2012 deadline. If you have received such a letter we encourage you to contact e2r Solutions®.

The Employment Standard of AODA also has upcoming compliance deadlines. Please refer to our previous e2r Alert! on the AODA - Employment Standard (dated August 16, 2012), where we provided clients with detailed information regarding their obligations under the Employment Standard or contact e2r Solutions® for more information.