



*Napanee & District Chamber of Commerce*

*AODA – Accessibility for Customer Service*

*Tips to Ensure Your Small Business/Organization is Compliant*

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On January 1, 2012 the Customer Service Standard for the Accessibility for Ontarians with Disability Act (AODA) takes effect for small businesses and not-for-profits.

- Visit the [Ministry of Community and Social Services website](#) to access information for workplaces with less than 20 employees.
- Create an accessibility plan. The Ministry website provides a template which you can use. Access the [Plan Template](#).
- Train your employees and volunteers. The [Accessibility Works](#) website created by the Ontario Chamber of Commerce to help businesses understand their responsibilities under the AODA is an excellent resource. Log in to the site to access the self-assessment tool which takes about 20-30 minutes. It provides an overview of the legislation along with a self-test; you can even print a certificate at the end of the test. Although the self-assessment does not serve as legal confirmation of compliance it does serve as a useful tool which employers, staff, agents, contractors and volunteers who interact with the public on behalf of your business or organization can access at their convenience to understand the requirements of the legislation.
- If you still have questions you can contact the Accessibility Toll Free Line @ 1.866.515.2025

It is useful to develop a document to record each step that you work through. It will be useful as confirmation to provincial inspectors that your business/organization is aware of the legislation and has taken steps to comply.

Disclaimer: The Napanee & District Chamber of Commerce has provided the above guidelines for information purposes only. It is not meant to serve as a legal recommendation for AODA compliance.

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