



Accessibility for Ontarians with Disabilities Act (AODA)

The purpose of the AODA is to develop, implement and enforce standards for accessibility related to goods, services, facilities, employment, accommodation and buildings.

To provide individuals with disabilities independence, dignity, integration and equal opportunities.

Disability is defined as any degree of physical disability; mental impairment; developmental disability; learning disability; mental disorder and an injury/disability under the Workplace Safety & Insurance Act, 1997.

For the purposes of this legislation, Craigwood, as a non-profit organization is deemed to be a large, private sector employer.

5 Standards of AODA

Customer
Service

Information &
Communication

Employment

Transportation

Built
Environment

Customer Service Standard

Non-profit organizations in Ontario must provide goods and services in a way that makes them accessible to people with disabilities.

- Organization with 20 or more employees are required to create and put in place a plan that considers a person's disability when communicating with them; allows assistive devices; allows service animals; welcomes support persons; lets customers know when accessible services are not available and invites customers to provide feedback.
- Train staff on accessible customer service.
- Put your plan in writing.
- Let your customers know how to find your plan and offer it in accessible formats if requested.
- Report your progress on-line by December 31, 2012.

Implementation Date: January 1, 2012

Information & Communication

- Emergency procedures, plans or public safety information must be available to the public in an accessible format upon request
Implementation date: January 1, 2013
- Receive and respond to feedback from your employees, customers and members of the public who have a disability and notify the public about the availability of accessible formats and communication supports
Implementation date: January 1, 2015
- Let the public know that you will make information accessible upon request and work with the individual to determine how best to meet their needs
Implementation date: January 1, 2016
- Make your website accessible
Implementation date: January 1, 2014 for new content
Implementation date: January 1, 2021 for all content
- Educational and library material: not applicable

Employment

- Help employees with disabilities stay safe. Provide them with individualized emergency response information and gain their consent to share it with anyone designated to help them. Review the information regularly.

Implementation date: January 1, 2012

- Make hiring accessible; let applicants know that you will accommodate disabilities during the selection process; consult with them and make adjustments if requested and notify successful applicants of agency policies on accommodation
- Tell staff about policies for supporting employees with disabilities when the requirement comes into effect, when you hire new employees and when you change the policies
- Make information accessible to employees; when an employee with a disability requests, you must work with them to make workplace information accessible (all information that they require to perform their job)
- Develop accommodation plans for employees with disabilities
- Help employees with disabilities return to work
- Make performance management, career development and job changes accessible to employees.

Implementation date: January 1, 2016

Transportation

This standard is not applicable to Craigwood Youth Services at this time.

Built Environment

- Make parking accessible
- Make service counters, queuing guides and waiting areas accessible
- Maintain the accessible parts of your public spaces ensuring that preventative and emergency procedures are posted as well as procedures for temporary disruptions

Implementation date: January 1, 2017

