

Accessibility for Ontarians with disability Act, 2005 (AODA)

Volunteer Training

Accessibility for Ontarians with disability Act (AODA):

- Law passed in 2005
- Objective: To remove all barriers to persons with disabilities in Ontario by 2025
- Applies to public, private and not-for-profit organizations with one or more employees in Ontario.
- Five accessibility standards are now law:
 1. Customer Service
 2. Information and Communications
 3. Employment
 4. Design of Public Spaces (*does not apply to CCMTA*)
 5. Transportation (*does not apply to CCMTA*)

Customer Service Standard

CCMTA Policies

Individuals representing CCMTA (including staff, volunteers, and the Board), will:

- use the principles of respect, dignity, and independence when dealing with persons with disabilities, by first asking if the need help.
- be sensitive to the varying needs of its customers requiring accommodation, and be receptive to feedback on how to best serve them.
- We will welcome the use of personal assistive devices on office premises, and CCMTA events.
- We will welcome people with disabilities who are accompanied by their service animal, or support person, on CCMTA's premises and events.

Customer Service Standard (cont'd)

Overview of CCMTA's Policies

- No additional fees will be charged for support persons at CCMTA's events.
- In the event of a planned or unexpected disruption in CCMTA's services, sales, purchasing, invoicing, distribution of publications, annual meetings, other meetings, or ongoing communication, CCMTA will notify its members, associates and customers promptly.
- CCMTA does not provide specific accommodations in anticipation of customer needs, but is happy to work with customers requiring accommodation to reasonably fulfill their requests when delivering CCMTA products and services.
- Training will be provided annually to CCMTA staff, Annual Meeting volunteers, and Board members.

Information and Communications Standard

Overview of CCMTA's Policies:

- When requested, CCMTA will make every reasonable effort to provide information and communications in accessible manner to persons with disabilities.
- When a request of accessible formats is received, CCMTA will consult with the person to determine their accessibility needs.
- CCMTA has the flexibility to determine the most appropriate accessible format or communication support depending on the capacity for CCMTA to deliver on that format.

Information and Communications Standard

Overview of CCMTA's Policies:

CCMTA will make every reasonable effort to provide accessible formats and communication supports in a timely manner and at no additional cost to the individual:

- Reading written information aloud
- Large print
- Text transcripts of audio or visual information
- Electronic formats (e.g. HTML, MS word)
- Information written in plain language
- Captioning
- Sign language
- Braille

Any requests should be forwarded to the Senior Director of Administration

Feedback processes

Customers wishing to provide feedback on how CCMTA provides goods and services to people with disabilities may submit their input:

- Via email, by mail or fax
- Customers can expect a response within five business days
- CCMTA's policies in support of the Act are on our website.

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Questions?