

We Are All Responsible For Improving Accessibility

The Accessibility Standard for Customer Service became law on January 1, 2008. All organizations or businesses are legally required to comply with the requirements of this standard.

The Accessibility for Ontarians with Disabilities Act, 2005 requires the **business community, public sector, non-for-profit sector**, people with disabilities or their representatives to research, develop and implement mandatory accessibility standards. Network Niagara's services can assist you with fulfilling these requirements.

Public sector organizations must:

- Comply with the standard by **January 1, 2010**, and
- File their first accessibility report by **March 31, 2010**.

Private sector organizations must:

- Comply with the standard by **January 1, 2012**
- private organizations with more than 20 employees must file their first accessibility report in **2012**.



FOR MORE INFORMATION
www.mcass.gov.on.ca/en/accesson



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Accessibility for Ontarians with Disabilities Act

Are You Ready?





What Is Accessibility For Ontarians With Disabilities Act?

On June 13, 2005, the provincial government passed the Accessibility for Ontarians with Disabilities Act, 2005. The goal of the act is to create standards to improve accessibility across Ontario. Furthermore the Act makes Ontario the first jurisdiction in Canada to develop, implement and enforce mandatory accessibility standards in both the public and private sectors.

The five standards are:

1. Customer Service.
2. Built Environment (buildings and other structures).
3. Employment.
4. Information and Communications.
5. Transportation.

How We Can Help Your Organization or Business

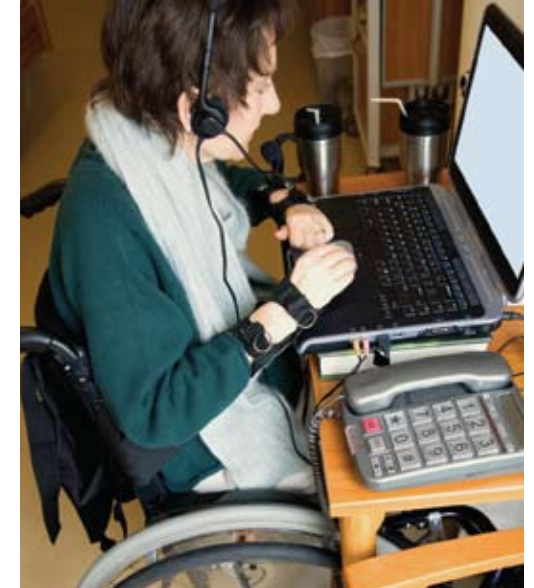
Our team of rehabilitation specialists are extensively experienced in working with clients that have disabilities. Our team of occupational and physical therapists will provide you with the knowledge and training your company needs to make sure your organization is ODA compliant.

One Hour Accessible Customer Service Standard Training

**\$1,300 per training session
max. 40 people (Fee is negotiable
for smaller class sizes.)**

This training session will include:

- Education on government legislation with respect to the Accessibility for Ontarians with Disability Act, 2005.
- Training with the employees of your organization on mandatory requirements of the Accessibility Standard for Customer Service.
- Helping employees and management understand their obligation under the Customer Service Standard.
- Assisting with Accessibility Planning, Research & Development.
- Providing basic interactive training on how to use various types of disability equipment.
- Reviewing strategies involving interacting and communicating with people with various types of disabilities.



Our Expertise

Owned and operated by Hotel Dieu Shaver Health and Rehabilitation Centre, Network Niagara employs a team of registered Occupational Therapists and Physiotherapists. All members of our team are passionate about assisting people with disabilities. We are committed to improving the quality of life of individuals with a disability and are able to do so through our experience and expert knowledge.

As a Division of Hotel Dieu Shaver Health and Rehabilitation Centre, all of our proceeds are reinvested back into the Hotel Dieu Shaver to allow for continuous improvement to our patients, programs and community.



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