

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)

2025

Edition 3

● INFORMATION BULLETIN ●

Winter 2024

We understand how AODA 2025 compliance can feel like a daunting task for businesses and the private sector. That's why we are offering an AODA 2025 Information Webinar as an excellent opportunity to learn, ask questions, seek guidance and be informed.

We have secured nine dates for our virtual webinar. By choosing one that best suits your schedule, you are taking an important step to empower yourself with the tools and knowledge needed to be successful with AODA 2025 compliance.

As we begin a New Year, let us be an important resource and support. Select a date and scan the QR code to register.

If you have any questions or for more information, please contact us at:
705-445-1543 ext. 301
or email:
adminsupport@bdbilrc.ca



AODA 2025



INFORMATION WEBINAR

BDB is offering a free webinar to assist the business community and private sector with Accessibility for Ontarians with Disabilities Act (AODA 2025) compliance. Objectives include creating a better understanding of the law, requirements and compliance, exploring diverse disabilities, societal barriers to accessibility, tips on communicating with people with disabilities and customer service support.

**SELECT A DATE
AND SCAN TO
REGISTER OR VISIT**
breakingdownbarriers.ca



Fri. Jan. 05, 2024 @ 11:00 am
Sat. Jan. 13, 2024 @ 11:00 am
Wed. Jan. 24, 2024 @ 8:00 pm

Tue. Feb. 6, 2024 @ 9:30 am
Sat. Feb. 10, 2024 @ 11:00 am
Tue. Feb. 20, 2024 @ 8:00 pm

Wed. Mar. 6, 2024 @ 9:30 am
Sat. Mar. 16, 2024 @ 11:00 am
Wed. Mar. 20, 2024 @ 8:00 pm

**Let's work together for
an accessible Ontario**

FOR MORE INFORMATION, CONTACT MAUREEN AT
ADMINSUPPORT@BDBILRC.CA
705-445-1543, EXT 301

This project is made possible by



COMPLIANCE CONSIDERSTIONS

Create an Inclusive Workplace

There are guidelines for establishing an inclusive workplace. During on-site evaluations and recommendations, we consider various factors, including but not limited to



- Parking
- Building entrances
- Route of travel and walking surfaces
- Ramps, curb-cuts, and curb-ramps
- Clear floor space for wheelchair maneuverability
- Protruding objects
- Drinking fountains
- Restrooms
- Elevators

Customer Service

- Develop customer service policies, practices & procedures for serving people with disabilities that reflect the principles of independence, dignity, integration and equality.
- Allow people to use their own assistive devices to access your goods and services.
- Communicate with a person with a disability in a manner that accounts for their disability.
- Train your staff, volunteers and contractors on how to serve customers with disabilities.
- Allow service animals in areas of your business that are open to the public (except if excluded by law).
- Permit people with disabilities who rely on a support person to bring that person with them while accessing your goods and services.
- Establish a feedback process. For example, how will you receive/respond to feedback about how goods and services are provided to people with disabilities?



DID YOU KNOW?

The AODA is recognized as one of the most comprehensive accessibility legislations in the world, and its implementation has set a strong precedent for promoting accessibility rights and inclusion.

"StartTheConversation AODA 2025"

Project made possible by



Let's work together for an accessible Ontario by 2025.

Please contact our office:
705-445-1543, ext *301
adminsupport@bdbilrc.ca