

Are you Ready for January 1, 2012?

As your hospitality industry leader, ORHMA is pleased to provide you with everything you will require to be AODA compliant for **January 1, 2012**.

Inside you will find:

- Accessibility Customer Service Templates
- Compliance Checklist
- Hospitality Best Practices
- Industry Case Studies
- Access to other tools and resources

Accessibility for Ontarians with Disabilities Act

The first accessibility standard under the Accessibility for Ontarians with Disabilities Act (AODA) is now law. Businesses will have to comply with the Accessible Customer Service Standard as of January 1, 2012. To meet this date, businesses should start building accessibility into business plans and corporate cultures now.

In 2005, the Accessibility for Ontarians with Disabilities Act (AODA) became law. Under this legislation, the Ontario government is developing mandatory accessibility standards that will identify, remove and prevent barriers for people with disabilities in key areas of daily living. The standards will apply to public and private sectors across Ontario.

The goal is to make incremental improvements to achieve an accessible Ontario by 2025.

On January 1, 2012 all restaurants, hotels, motels and tourism establishments must be in compliance with the Accessible Customer Service Standard.

Integrated Accessibility Regulation

Ontario's next three accessibility standards will remove barriers in three areas:

- Transportation - making it easier for people with disabilities to get to where they need to go
- Employment - expanding Ontario's labour pool and welcoming people with disabilities into more workplaces, and
- Information & Communications - giving people with disabilities access to more of the information we all depend on.

These standards are all part of the new Integrated Accessibility Standards Regulation. The regulation sets out the requirements for each of the three standards, as well as general requirements that apply to all, such as:

- developing accessibility policies and plans
- training employees and volunteers, and
- considering accessibility when purchasing goods or services.

The regulation applies to public, private, and not-for-profit businesses and organizations that:

- provide goods, services or facilities either directly to the public or to other businesses or organizations, and
- have at least one employee in Ontario.

The requirements will be phased in over time between 2011 and 2021. This will give organizations the time they need to build accessibility into their regular business processes. To view the timelines and breakdown of this regulation, click [here](#).

Accessible Customer Service Standard – Policy Templates

The Accessible Customer Service Standard applies to all organizations that have one or more employees in Ontario and that provide goods or services to the public or another organization. One of the requirements of the Accessible Customer Service Standard is that you develop customer service policies, practices and procedures for serving people with disabilities.

ORHMA was given the lead by the Government of Ontario through the EnAbling Change Partnership Program to develop templates for the hospitality industry on behalf of our members. These templates are complete and ready to use.

Download the appropriate template from the list below:

- [Hotel Template](#)
- [Foodservice Template](#)
- [Tourism Template](#)

Practical Guide to Accessibility

ORHMA has designed this toolkit to provide accommodation properties, foodservice establishments and tourism businesses with plain language information and resources in order to comply with the Accessibility for Ontarians with Disabilities Act, 2005 and the Accessibility Standards for Customer Service. The information and documents contained within the toolkit were designed based on legislative requirements. Click [here](#) for Practical Guide.

Compliance Checklist

This checklist was designed using the requirements listed under the Accessibility Standards for Customer Service, Ontario Regulation 429/07 to assist your business in becoming compliant. Ontario businesses with 1 or more employee must comply by January 1, 2012. Click [here](#) for compliance checklist.

Industry Case Studies:

ORHMA has developed 9 hospitality industry related case studies that showcase accessible customer service practices. We have spoken to many of our members and appreciate the support of the following establishments who shared with us their stories and acknowledge them as Accessible Ambassadors.

- [Boston Pizza Hamilton](#)
- [Canada's Wonderland](#)
- [CN Tower](#)
- [Holiday Inn and Suites Ottawa](#)
- [Macy's Diner](#)
- [Nottawasaga Inn and Conference Centre](#)
- [O Noir Restaurant](#)
- [Station Park All Suite Hotel](#)
- [Woodbine Entertainment](#)

Hospitality Best Practices

Service and accommodating our guests and customers is not new to our industry. Our service culture already embraces accessibility on many levels. In speaking and interviewing with a number of our members, we have developed a brochure of Best Practices. This booklet provides 10 Best Practices from members across the province. Click [here](#) for Hospitality Best Practices.

Tools from The Government of Ontario

The Accessibility Directorate of Ontario offers free resources to help organizations understand and comply with the Accessible Customer Service Standard including:

- A Summary of Requirements
- A Guide explaining the formal meaning of the regulation, a "how to" Compliance Manual including a policy template and sample documents, and training resources
- Compliance Manual for Small Businesses and Organizations
- Training Resource for Small Businesses and Organizations
- For a step by step outline of how to get started with implementing the standard, visit www.ontario.ca/accesson

Tools from ORHMA / TIAO Partnership

In partnership with TIAO and the Enabling Change Partnership Program, we have a dedicated one stop website that provides Accessible information for the hospitality sector. Click [here](#) for additional information, tools and resources.

Your Accessibility issue of hosting is now available -click image to view



For more information please contact or 1-800-668-8906 / 905-361-0268, info@orhma.com