

# Complying with the New Ontario Accessibility Standards



What every Ontario organization must know and do NOW to comply with the new Accessibility for Ontarians with Disabilities Act (AODA) and the Accessibility Standards for Customer Service (ASCS).

✖ The ASCS, a regulation made under the **Accessibility for Ontarians with Disabilities Act**, requires virtually EVERY Ontario organization that **provides goods or services to the public** or to other third parties to ensure that persons with disabilities can access their goods and services.

Under the law, **you are required** to:

- Establish written policies and practices on providing goods and services to people with disabilities
- Make reasonable efforts to see that policies and practices meet principles of independence, dignity, integration and equal opportunity
- Communicate with people in a way that takes account of their disabilities
- Train employees who interact with the public on the requirements of the ASCS
- And much more

The law also provides **significant penalties for non-compliance**, including fines for individuals of up to \$50,000 per day, fines for companies of **up to \$100,000 per day**, and even fines for directors of **up to \$50,000 per day**.

**Get the help you need to comply with the law and protect your organization from fines and penalties**