

Resources for Accessible Communications and Information

Legislation:

Accessibility for Ontarians with Disabilities Act, 2005:

http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm

Accessibility Standards for Customer Service, 2008:

<http://www.canlii.org/en/on/laws/regu/o-reg-429-07/latest/o-reg-429-07.html>

Americans with Disabilities Act, Section 508 of the Rehabilitation Act of 1973, as amended in 1998, (29 U.S.C. ' 794d),

<http://www.section508.gov/index.cfm?ID=3&FuseAction=Content>

Canadian Charter of Rights and Freedoms, Part I of the Constitution Act, 1982, being Schedule B to the Canada Act 1982 (U.K.), 1982 c. 11. From the Department of Justice, Canada:

www.laws.justice.gc.ca/en/const/index.html

Canadian Human Rights Act, R.S.C. 1985, c. H-6. From the Department of Justice, Canada:

www.laws.justice.gc.ca/en/H-6/index.html

Ontario Human Rights Code, R.S.O. 1990, c. H-19

http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90h19_e.htm

United Nations Convention on the Rights of Persons with Disabilities (UNGA-06); for resource section: (ITU, <http://www.itu.int/net/about/index.aspx>) and <http://www.un.org/disabilities/default.asp?navid=14&pid=156>

Statistics:

Royal Bank of Canada, April 2000, Current Analysis.

www.royalbank.com/economics

Statistics Canada, Participation and Activity Limitation Survey, 2006 (PALS).

Information on Ontario compiled by:

Access (SCS) Consulting Services o/b 623921 Ontario Ltd.

Table 6.1-1

<http://www.statcan.gc.ca/cgi-bin/imdb/p2SV.pl?Function=getSurvey&SDDS=3251&lang=en&db=imdb&adm=8&dis=2>

Some employment information compiled from the PALS resource by:

Workforce Planning Board of Waterloo Wellington Dufferin, 2009.

workforceplanningboard.com/Files/English/Labour%20Force%20Participation%20WPB%20WFF%20Sept%202009.pdf

Information Resource:

Accessible Information and Communication Standards Development Committee, **Final Draft Proposed Accessible Information & Communications Standard**, April 28, 2009.

Ministry Resources for the Customer Service Standard

Complying with the customer service standard
(information about the standard - includes a toolkit containing links to the resources developed to help organizations understand and comply with the customer service standard, including the following products)

<http://www.mcsc.gov.on.ca/en/mcss/programs/accessibility/ComplyingStandards/index.aspx>

Guide to the Accessibility Standards for Customer Service, Ontario Regulation 429/07 (explains the formal meaning of the standard and provides examples to help describe its interpretation)
<http://209.167.40.96/page.asp?unit=cust-serv-reg&doc=guide&lang=en>

Compliance Manual: Accessibility Standards for Customer Service (includes sample documents to assist organizations implement the requirements of the customer service standard)
<http://209.167.40.96/page.asp?unit=cust-serv-reg&doc=workbook&lang=en>

Accessibility Standards for Customer Service: Summary of Requirements
<http://www.mcass.gov.on.ca/NR/rdonlyres/6B812F75-88E4-4731-9BA0-7F9FE01F70BD/1898/SummaryofRequirementsJAN172008EN.pdf>

Serve-Ability: Transforming Ontario's Customer Service (e-learning course to help organizations meet the training requirements of the customer service standard)
www.mcass.gov.on.ca/mcass/serve-ability/splash.html

Training Resource: Accessibility Standards for Customer Service, Ontario Regulation 429/07
<http://www.mcass.gov.on.ca/documents/en/mcass/accessibility/ComplyingStandards/trainres/TrainingResource.pdf>

Training Resource for Small Businesses and Organizations: Accessibility Standards for Customer Service, Ontario Regulation 429/07
http://www.mcass.gov.on.ca/documents/en/mcass/accessibility/ComplyingStandards/trainssmallbus/Training_Guide.pdf

Compliance Manual for Small Businesses and Organizations: Accessibility Standards for Customer Service, Ontario Regulation 429/07
http://www.mcass.gov.on.ca/documents/en/mcass/accessibility/ComplyingStandards/compmansmallbus/Com_Guide_SmallBiz_.pdf

Making Ontario Accessible website (part of the Ministry of Community and Social Services website, contains up-to-date information on the AODA, the accessibility standards, and resources):
<http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/index.aspx>

Developing accessibility standards

(part of the Ministry of Community and Social Services website)

<http://www.mcsc.gov.on.ca/en/mcsc/programs/accessibility/DevelopingStandards/index.aspx>

AccessON website:

(a ministry website providing a variety of general accessibility resources)

www.AccessOn.ca

Service Ontario Publications

(to order AODA related resources online, select “Accessibility Resources” under the Browse Catalogues section)

www.publications.serviceontario.ca/

AODA Contact Centre

(acts as the central point of contact for questions about the AODA and compliance with the standards)

Toll free: 1-866-515-2025

TTY: 416-325-3408 / 1-800-268-7095

Fax: 416-325-3407

E-mail: accessibility.css@ontario.ca

Helpful Additional resources and Tools:

Adaptive Technology Resource Centre at University of Toronto: free online course on developing expert understanding of the W3C Web Content Accessibility Guidelines (WCAG) 2.0. This certificate course is aimed at web content developers, and people who need to know about making content on the web accessible to everyone, including people with disabilities. Free for Ontarians only. This course was developed in partnership with the Accessibility Directorate of Ontario.

<http://www.atutor.ca/services/courses/php>

AChecker Tool: An open source Web accessibility evaluation tool. This tool is developed by ATRC in partnership with the Directorate.

<http://www.atutor.ca/achecker/>

Adobe Systems Inc. free tutorials on accessibility:
<https://www.adobe.com/accessibility/tutorials.html>

CNIB, “Clear Print Accessibility Guidelines”

<http://www.cnib.ca/en/services/accessibilities/resources/clearprint/CNIB%20Clear%20Print%20Guide.pdf>

WebAim additional resource: <http://www.webaim.org/intro/>

Worldwide Web Consortium (W3C): Guidelines for web accessibility:

<http://www.w3.org/>