

# What Ontario's accessibility laws mean to you

A guide for  
people with  
disabilities,  
their family,  
and friends



Ontario has a law called the Accessibility for Ontarians with Disabilities Act (AODA). Its goal is to make Ontario accessible for people with disabilities by 2025.

## What you can expect

### **If you are a person with a disability, you can:**

Expect businesses and public service organizations, like schools, hospitals and community centres, to provide service in an accessible way

- You must receive service in a way that respects your dignity and independence as a person with a disability.
- You must have an equal chance like others to get, use and benefit from services.

### **Expect businesses and public service organizations to have accessibility policies**

- Accessibility policies let you know how they will make their services accessible.

### **Expect employees to be trained on accessible customer service**

- Employers must train their employees on how to interact and communicate with people who have different disabilities.

### **Bring your service animal with you almost anywhere, including restaurants, hotels, taxis and public transit**

- If your service animal does not wear a vest or harness, you may be asked to show a document from a regulated health professional saying you need the animal because of your disability.
- You don't have to say what your disability is.



## What you can expect

---

### Bring your support person with you

- Your support person might be asked to pay an admission fee.
- This information must be given in advance.

### Expect to be informed when accessible services are temporarily unavailable

- When services such as elevators, ramps or accessible washrooms are temporarily out of service, organizations must provide public notice.
- The notice should explain how long the service will be unavailable and describe any alternative services.



### Ask for information in an accessible format

- This includes printed documents and information on web sites.
- If you are an employee, this includes information you need to do your job, information provided to all employees and emergency procedures.
- If what you need cannot be provided, work with the organization to figure out what can meet your needs. They must provide the information to you as soon as possible.
- You cannot be charged a higher fee for an accessible format.





## What you can expect

### Ask for accessibility accommodation during the job recruitment process

- You can ask for an accessible format for information about the job or application form (if there is one).
- You can also ask for accessibility accommodation for the interview and any testing.



### Expect more accessibility in new developments in your community

- Ontario's Building Code sets the rules for accessibility in buildings. Accessibility must be included in new buildings or when there is major renovation to existing buildings.
- The AODA sets the rules for new and redeveloped outdoor spaces, like recreational trails, play spaces and sidewalks. It also covers indoor and outdoor service counters.



## What you can expect

### Expect the same fare for specialized transit

- You will not pay more than others to ride an accessible bus or accessible taxi.

### Expect stops to be announced electronically

- There will be announcements for destination points or stops on municipal transit buses.

### Expect specialized transit services to have the same hours as other transit services

- Specialized transit must operate during the same hours and on the same days as any other public transit.



## What you can do

### If you are a person with a disability, you can:

#### Identify your needs

- It may not be obvious what kind of accommodation you need.
- Explain clearly what your needs are.
- If you are attending an event, provide this information in advance as a courtesy. This will help event organizers meet your needs.





## What you can do

### Get involved in removing barriers in your community

- You can help your municipality be aware of people's accessibility needs by participating in public consultations for:
  - Municipal plans
  - Transportation plans
  - Accessible taxis
  - On-street parking
  - Recreational trails
  - Outdoor rest areas
  - Play spaces



### Provide feedback

- Organizations must have an accessible feedback process. You can contact them if you're having accessibility problems because of barriers. They need to let you know how they will help you.



# Contact Us

**Telephone:** 1-866-515-2025

**International:** 1-416-849-8276

**TTY:** 1-800-268-7095

**Email:**

[accessibility@ontario.ca](mailto:accessibility@ontario.ca)

**Follow us on Twitter:**

[twitter.com/ONaccessibility](https://twitter.com/ONaccessibility)

**Like us on Facebook:**

[facebook.com/ONaccessibility](https://facebook.com/ONaccessibility)

**Watch our videos on YouTube:**

[youtube.com/ONGov](https://youtube.com/ONGov)

This document was produced by the  
Accessibility Directorate of Ontario

© Queen's Printer for Ontario, 2017

ISBN 978-1-4606-9455-8 (Print)

ISBN 978-1-4606-9456-5 (PDF)

This document is available in  
alternate formats.

Ce document est également  
disponible en français.

