# Additional Resources - Links

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| **Creating Policies, Practices & Procedures** |
| * Sample Policies <http://www.accessibletourismwebsite.com/Resources.aspx> * Case studies from well-known tourism organizations <http://www.accessibletourismwebsite.com/Resources.aspx> |
| **Training Your Staff** |
| * Web-Based Learning Program:   + Serve-Ability: Transforming Ontario’s Customer Service (45 minute e-learning course) <http://www.mcss.gov.on.ca/en/serve-ability/index.aspx> * Talk to Me Video <http://www.mcss.gov.on.ca/en/mcss/programs/accessibility/understanding_accessibility/howto_videos.aspx>.) * Training Resource  <http://www.mcss.gov.on.ca/en/mcss/programs/accessibility/customerService/Under20_Tools.aspx> * OTEC Training PowerPoint Presentation (in folder on USB) * Training Tips for Employees <http://www.mcss.gov.on.ca/en/mcss/programs/accessibility/customerService/Under20_Tools.aspx> |
| **Putting it in Writing** |
| * See Sample Policies in “Creating Polices, Practices and Procedures” above <http://www.accessibletourismwebsite.com/Resources.aspx> |
| **ReportingYour Progress** |
| * Compliance Checklist (ORHMA) <http://www.accessibletourismwebsite.com/Resources.aspx> * Checklist (Government of ON)   *Fewer than 20 employees:* <http://www.mcss.gov.on.ca/en/mcss/programs/accessibility/customerService/Under20_Tools.aspx> *20 or more employees:* <http://www.mcss.gov.on.ca/en/mcss/programs/accessibility/customerService/Over20_Tools.aspx> |

# Additional Resources (cont.)

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| **Further Information** |
| * AODA Compliance Wizard:  <https://www.appacats.mcss.gov.on.ca/eadvisor/start.action> * Q & A link  <http://www.accessibletourismwebsite.com/QA.aspx> * AODA ServiceOntario Help Desk contact information: Phone: 1-866-515-2025 TTY: 416-325-3408 TTY Toll Free: 1-800-268-7095 Fax: 416-325-3407 Email: [accessibility@ontario.ca](mailto:accessibility@ontario.ca) * Employer Handbook (A useful resource which lists answers to the most common questions) *Fewer than 20 employees:* <http://www.mcss.gov.on.ca/en/mcss/programs/accessibility/customerService/Under20_Tools.aspx> *20 or more employees:* <http://www.mcss.gov.on.ca/en/mcss/programs/accessibility/customerService/Over20_Tools.aspx> * Ontario Restaurant Hotel & Motel Association (ORHMA) website <http://www.orhma.com/GovernmentRelations/Accessibility.aspx> * Tips on how to:   + make buildings and spaces accessible   + make information accessible   + make your workplace accessible   + plan an accessible meeting   + understand the universal symbols of accessibility   <http://www.mcss.gov.on.ca/en/mcss/programs/accessibility/understanding_accessibility/videos_stories_tips.aspx>   * Webcast: Accessible Ontario — Providing Accessible Customer Service for January 1, 2012. <http://www.mcss.gov.on.ca/en/mcss/programs/accessibility/customerService/> |

# Additional Resources (cont.)

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| **Further Information** |
| * Videos:   + How Can I Help? <http://www.mcss.gov.on.ca/en/mcss/programs/accessibility/understanding_accessibility/videos_stories_tips.aspx> * Making the (Arts, Business, Homes, Learning, etc.) Accessible <http://www.mcss.gov.on.ca/en/mcss/about/videos/accessibility_arts.aspx> * Government of ON Twitter feed (@OntMinCommunity): Tweets from the Ontario Ministry of Community and Social Services on accessibility and inclusion for people with disabilities.  <http://twitter.com/OntMinCommunity> * AccessON You Tube channel: Videos that demonstrate how Ontario is becoming more accessible every day. <http://www.youtube.com/accessontario> * AccessON Facebook page: Share accessibility videos, tips, news and stories, leave a comment or ask a question. <http://www.facebook.com/AccessON> |