**Are you ready for January 1, 2012?**

**Special Accessibility Update**

A member benefit for our GTHA members is that you are also a member of the Ontario Restaurant Hotel & Motel Association (ORHMA) Our partner ORHMA has created tools for compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Businesses will have to comply with the Accessible Customer Service Standard as of January 1, 2012.

We are forwarding the toolkit prepared by the ORHMA containing the following aids to help you in becoming compliant and building accessibility into your business plans and corporate cultures:

* 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.  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.**

**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.

These templates are complete and ready to use.

Download the appropriate template from the list below:

* [Hotel Template](http://click.icptrack.com/icp/relay.php?r=1033887498&msgid=1979973&act=7QZC&c=417867&destination=http%3A%2F%2Fwww.orhma.com%2FPortals%2F0%2FPDF%2520Files%2FGovtRelations%2FAccessibility%2F2011ACSPHotelsMotels.doc)
* [Foodservice Template](http://click.icptrack.com/icp/relay.php?r=1033887498&msgid=1979973&act=7QZC&c=417867&destination=http%3A%2F%2Fwww.orhma.com%2FPortals%2F0%2FPDF%2520Files%2FGovtRelations%2FAccessibility%2F2011ACSPRestaurants.doc)
* [Tourism Template](http://click.icptrack.com/icp/relay.php?r=1033887498&msgid=1979973&act=7QZC&c=417867&destination=http%3A%2F%2Fwww.orhma.com%2FPortals%2F0%2FPDF%2520Files%2FGovtRelations%2FAccessibility%2F2011ACSPTourism.doc)

**Practical Guide to Accessibility**

This toolkit was designed 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](http://click.icptrack.com/icp/relay.php?r=1033887498&msgid=1979973&act=7QZC&c=417867&destination=http%3A%2F%2Fwww.orhma.com%2FPortals%2F0%2FPDF%2520Files%2FGovtRelations%2FAccessibility%2F2011ORHMAPractical%2520Guide.pdf) 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](http://click.icptrack.com/icp/relay.php?r=1033887498&msgid=1979973&act=7QZC&c=417867&destination=http%3A%2F%2Fwww.orhma.com%2FPortals%2F0%2FPDF%2520Files%2FGovtRelations%2FAccessibility%2F2011ACSPComplianceChecklist.doc) for compliance checklist.

**Industry Case Studies:**

The ORHMA has developed 9 hospitality industry related case studies that showcase accessible customer service practices.

* [Boston Pizza Hamilton](http://click.icptrack.com/icp/relay.php?r=1033887498&msgid=1979973&act=7QZC&c=417867&destination=http%3A%2F%2Fwww.orhma.com%2FPortals%2F0%2FPDF%2520Files%2FGovtRelations%2FAccessibility%2F2011Acs_BostonPizzaHamilton.pdf)
* [Canada's Wonderland](http://click.icptrack.com/icp/relay.php?r=1033887498&msgid=1979973&act=7QZC&c=417867&destination=http%3A%2F%2Fwww.orhma.com%2FPortals%2F0%2FPDF%2520Files%2FGovtRelations%2FAccessibility%2F2011Acs_Canada_sWonderland.pdf)
* [CN Tower](http://click.icptrack.com/icp/relay.php?r=1033887498&msgid=1979973&act=7QZC&c=417867&destination=http%3A%2F%2Fwww.orhma.com%2FPortals%2F0%2FPDF%2520Files%2FGovtRelations%2FAccessibility%2F2011Acs_CNTower.pdf)
* [Holiday Inn and Suites Ottawa](http://click.icptrack.com/icp/relay.php?r=1033887498&msgid=1979973&act=7QZC&c=417867&destination=http%3A%2F%2Fwww.orhma.com%2FPortals%2F0%2FPDF%2520Files%2FGovtRelations%2FAccessibility%2F2011Acs_HolidayInnOttawa.pdf)
* [Macy's Diner](http://click.icptrack.com/icp/relay.php?r=1033887498&msgid=1979973&act=7QZC&c=417867&destination=http%3A%2F%2Fwww.orhma.com%2FPortals%2F0%2FPDF%2520Files%2FGovtRelations%2FAccessibility%2F2011Acs_MacysDiner.pdf)
* [Nottawasaga Inn and Conference Centre](http://click.icptrack.com/icp/relay.php?r=1033887498&msgid=1979973&act=7QZC&c=417867&destination=http%3A%2F%2Fwww.orhma.com%2FPortals%2F0%2FPDF%2520Files%2FGovtRelations%2FAccessibility%2F2011Acs_NottawasagaResort.pdf)
* [O Noir Restaurant](http://click.icptrack.com/icp/relay.php?r=1033887498&msgid=1979973&act=7QZC&c=417867&destination=http%3A%2F%2Fwww.orhma.com%2FPortals%2F0%2FPDF%2520Files%2FGovtRelations%2FAccessibility%2F2011Acs_ONoirRestaurant.pdf)
* [Station Park All Suite Hotel](http://click.icptrack.com/icp/relay.php?r=1033887498&msgid=1979973&act=7QZC&c=417867&destination=http%3A%2F%2Fwww.orhma.com%2FPortals%2F0%2FPDF%2520Files%2FGovtRelations%2FAccessibility%2F2011Acs_StationPark.pdf)
* [Woodbine Entertainment](http://click.icptrack.com/icp/relay.php?r=1033887498&msgid=1979973&act=7QZC&c=417867&destination=http%3A%2F%2Fwww.orhma.com%2FPortals%2F0%2FPDF%2520Files%2FGovtRelations%2FAccessibility%2F2011Acs_WoodbineEntertainment.pdf)

**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](http://click.icptrack.com/icp/relay.php?r=1033887498&msgid=1979973&act=7QZC&c=417867&destination=http%3A%2F%2Fwww.orhma.com%2FPortals%2F0%2FPDF%2520Files%2FGovtRelations%2FAccessibility%2F2011ACSHospBestPractices.pdf) 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](http://click.icptrack.com/icp/relay.php?r=1033887498&msgid=1979973&act=7QZC&c=417867&destination=http%3A%2F%2Fwww.ontario.ca%2Faccesson)

**Website**

A dedicated one stop website that provides Accessible information for the hospitality sector can be found [here](http://click.icptrack.com/icp/relay.php?r=1033887498&msgid=1979973&act=7QZC&c=417867&destination=http%3A%2F%2Fwww.accessibletourismwebsite.com%2F)

Details can also be found on the GTHA website under Legislation/Accessibility at: